

Dear Parent/Guardian

**The Care and Development of your Children is the primary aim of the Management and Staff of Anchor  
Childcare**

We would like to take this opportunity to welcome your child/children to our Centre and hope that their time with us is a very happy time full of new learning experiences and friends.

This Parents Information Pack is for you to take home and read at your leisure. It contains information about the Centre's purpose and function, our staffing structure and policies that help us to operate to quality standards. Should you have any questions or need clarification on any item please feel free to contact myself or a member of our team.

From their very first day in the centre your child will be assigned a Key Worker who will work closely with you and your child to ensure that the transition from home to crèche life, is as easy and enjoyable as possible. Your child's Key worker will answer any questions you may have regarding your child's daily routine, or their time at the centre so please feel free to speak to them at any time about the care of your child. These first few weeks can be difficult for some parents and children as this may be the first time you have been separated. Please read our settling in policy and allow your child plenty of time to get to know their new surroundings and all their new friends.

Each room follows a daily routine and this routine is displayed in each room for you to see. Staff plan activities with the children around this routine and these weekly plans are placed on the notice board outside each room so you can see what planned activities your child partakes in each day during their time in the centre. If you have any concerns or issues regarding your child's care please do not hesitate to speak to one of our Team leaders who will be happy to discuss any special requirements with you.

We pride ourselves in providing information for and involving parents so please feel free to take a copy of our parents Newsletter, issued each month with information updates for parents. Also, feel free to use our suggestion box in Reception to comment on any practice you like or changes you would like to suggest to improve quality in the centre. The notice boards in reception area lists our three-week menu and our daily menu is on our main door into the childcare area of the centre.

Thank you most sincerely for choosing Anchor to care for your child and we look forward to working in partnership with you in order to make your child's stay with us as enjoyable as possible.

Warm regards

***Jean Melia***  
***Centre Manager***

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CHILD WELFARE

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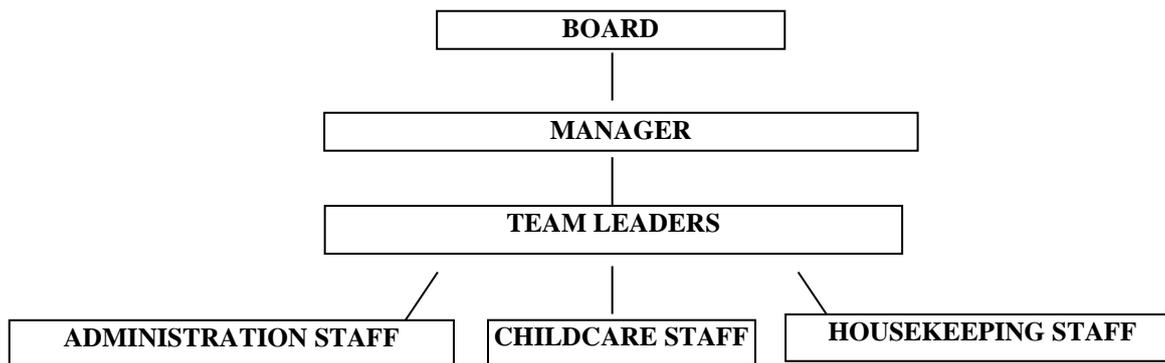
DEVELOPMENT

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# **Anchor Childcare Centre**

## **MANAGEMENT & REPORTING STRUCTURE**



### **BOARD OF DIRECTORS**

The Volunteer board is made up of volunteers from the community of Baldoyle and its environs. The role of the Board is to support Anchor Childcare Centre in the development of strategic plans and policies. The function of the Board is to provide governance to the organisation and accept the ultimate legal responsibility for Anchor Childcare Centre CLG and its operations. Board members must familiarise themselves with the company policies and procedures and have an understanding of the organisation's operations as an essential component of their duty of care. Board members are volunteers and receive no financial reward for sitting on the board.

### **THE MANAGER**

The Manager is responsible for the overall management, organisation, co-ordination and development of The Anchor Childcare Centre as a quality, sustainable, community childcare business. Reporting to the board of directors, the manager is accountable to the Board of Directors for the implementation and achievement of the Company's policies and objective and the implementation of all activities in relation to Management and policy development of a quality early childcare service, Financial and project management and Human Resource Management. In the event the manager is absent from the service a team leader will be deputised. In the event that the manager and team leaders are absent from the service the manager will deputize accordingly.

### **THE MANAGEMENT TEAM AND ROOM LEADERS**

The management team and room leader is responsible for the direct supervision and support of staff to ensure competent and accountable performance. The management team and room leader will ensure the team follow policies and procedures and are compliant in all areas meeting the services aims and objectives. The team will work together to support the manager in the provision of leadership and professional development and increase awareness of professional knowledge and resources to provide quality childcare service to children and families. The management team will coordinate staff and parent meeting to ensure exchange of information and appropriate sharing of knowledge. The management team and room leaders will support the manager respond appropriately to staff absences reviewing individual room and overall centre ratios reassigning staff or children where appropriate.

### **CODE OF ETHICS IN THE SUPERVISION OF CHILDREN AND DELIVERY OF A QUALITY SERVICE**

Anchor Childcare recognises the provision of quality childcare is important to children, parents, families, caregivers and employers and are committed to compliance with relevant childcare legislation and standards of best practice through the following:

- Representing the centre in an appropriate, professional manner consistent with the intentions of the service, maintaining a best practice approach to the provision of quality childcare.
- Conducting themselves with integrity, dignity, trustworthiness and honesty whilst dealing with children, parents, suppliers and colleagues and the broader community
- Maintaining a level of competence required by the centre and to only offer services within their level of competence
- Demonstrating and encouraging equality and respect for diversity when delivering services in a manner consistent with best practice
- Striving for excellence in the child care field by maintaining and enhancing knowledge and skills through professional development
- Being aware of and conforming to childcare legislation and corresponding policies and procedures.
- Acting in a manner that is fair, reasonable and consistent with expectations of the industry when dealing with children, parents, suppliers and colleagues and the broader community.
- Acknowledging the importance of early years' education and encouraging the development of the potential of each child
- Respecting parents and acknowledging the responsibility for choosing child care arrangements lies solely with the parent and building a partnership with parents and caregivers by sharing knowledge that will benefit the development of all children.
- Maintaining confidentiality and protecting the rights of the child and the family to privacy.
- Maintaining a safe, healthy environment and adhering to policies and procedures for best practice.

## MISSION STATEMENT OF PURPOSE AND FUNCTION OF ANCHOR CHILDCARE CENTRE CLG

The purpose and function of Anchor Childcare Centre is to provide quality, affordable, accessible childcare to the community (Baldoyle) and its environs. This policy is provided to parents at registration and to staff in their induction pack and a copy is made available in the service for easy reference. The policy is reviewed annually or as necessary where changes are made.

### INTRODUCTION / FORWARD

Anchor Childcare was established in 2001 and is a registered charity. Anchor Childcare Centre CLG is committed to providing quality childcare. We are affiliated to Early Childhood Ireland and the Fingal County Childcare committee and are committed to implementing all of their Best Practice and Quality Improvement Programmes.

Our research showed that the potential to develop a strong childcare enterprise exists in Baldoyle. This we pursued by the establishment of a total childcare facility, which operates, from early morning until late evening. Recent research has shown that one of the most common barriers to parents choosing to work or participate outside the home is the absence of quality, affordable childcare. The availability of quality childcare presents people with choice and opportunity by facilitating participation in education and training, working part or full time, or becoming involved in local community or political organisations.

We provide not only quality, affordable childcare caring for children in a way that ensures quality of life for children and equal opportunities for all but we also provide an early education service where each child is encouraged to develop to the best of their individual ability. The Centre has a strong focus on development and enables parents to take up employment opportunities which will in turn impact greatly on the Socio Economic regeneration of the community. We recognise the need to combine sessional education services with full day-care and after school care in order to provide the best possible service for parents and children.

### AIMS AND OBJECTIVES OF ANCHOR CHILDCARE CENTRE

- To provide a safe and secure environment for children in our care, and our prime concern will be for the welfare and development of each child as an individual, and to develop them to their full potential.
- Provide opportunities for people to participate in further training opportunities, return to work or participate in political or community activity.
- Set a standard and become a model for other childcare providers.
- Train childcare workers.
- Be a good employer and provide a healthy work environment
- Promote childcare as a professional career (through networking activities)

### THE SERVICE

Anchor Childcare Centre is open for 51 weeks of the year and is registered to TUSLA as a full daycare service provider with school age services provided in the form of Afterschool Care. During school closures limited places are available for school age children to attend on a full-time basis. Our service required parents to be responsible and practical and collect at or before their agreed time. Our service is not in a position to facilitate childcare after 5.00pm.

- Full Day Care 08.00 to 17.30
- Morning Session 09.00 to 13.00
- Afterschool Session 13.30 to 17.30
- Pre-School Session 09.00 to 12.00

There are large spacious rooms in the Centre caring for children aged 6 months to 12 years. Each child is progressed through each room in the Centre based on their developmental stage. Age criteria is used as a guideline only as we aim to use a HPSC and HSE recommended Pod system in order to manage the spread of infection, in particular the spread of Covid-19. Equipment is chosen with each groups age and developmental needs in mind as well as the ability to clean equipment effectively.

Anchor Childcare is insured for up to 100 children attending between sessions and approved by Tusla for 81 children attending at any one time. Our service adheres to ratios laid down in the preschool regulations 2016 and as amended by the regulation of school age services 2018. The adult:child ratio is followed, and a sufficient number of qualified staff work directly with the children. The manager, housekeepers and administrator are superfluous to ratios.

Age	Full Time	Part Time	Sessional Preschool Services
0-1	3: 1	3: 1	We do not provide a sessional or part time service for this age group
1-2	5:1	5:1	
2-3	6:1	6:1	1:11 for children aged 2 years and 6 months attending up to 3.5 hours after which their normal age based ratio applies.
3-6	8:1	8:1	
4-12	12:1	12:1	12:1

**Anchor Childcare Centre CLG  
Centre Policies & Procedures 2022**

Policies are drafted as required and are compliant with preschool regulations the 2018 School Age Regulations. Our policies and procedures are working documents that are reviewed regularly and amended in line with changes needed by the service to encourage smooth operations and to ensure continued compliance with relevant legislation. Policies are split into 4 Sections and some Policies are summarised into child friendly format for school age children

Child Welfare & Development, Health & Safety, Human Resources, Management & Administration

<b>Child Welfare &amp; Development</b>	<b>PARENTS PACK</b>	<b>STAFF PACK</b>	<b>SCHOOL CHILD</b>	<b>BOARD</b>
Welcome note from Manager	Specific to Staff	Specific to Staff		
Policy Pack Declaration	On Registration Form	Specific to Staff	Specific to child	Specific to Board
Management Structure & Code of Ethics	√	√	√	√
Mission Statement of Purpose and function & Child Development	√	√	√	√
Arrivals & Departures (drop off & collections)	√	√	√	√
Child Safeguarding Statement	√	√		√
Child Protection	√	√		√
Behaviour Management, Bullying & Biting	√	√	√	√
Equal Opportunities, Inclusion of children with additional Needs	√	√		√
Partnership with Parents, Complaints, Settling In & Transitions	√	√	√	√
<b>Health &amp; Safety</b>				
Safety Policy	√	√		√
Nappy Changing & Toilet Time	√	√		√
Safe Sleep	√	√		√
Head Lice	√	√		√
Outings & Form	√	√		√
Nutrition Policy & Managing Allergies	√	√		√
Infection Control, Cleaning Schedules & Handwashing	√	√	√	√
Working Alone Policy & Opening and Closing		√		√
Fire Evacuation		√		√
Accident/Incident Policy & Form		√		√
Multi Media & Photographic Images	√	√		√
Closed Circuit Television (CCTV) Policy	√	√		√
Biometrics & Security Policy	√	√		√
Supervision, Manual Handling, Staff Consumables, Smoking	√	√		√
Environmental Policy	√	√		√
Medication Policy & Form	√	√	√	√
Covid-19 Policy	√	√		√
<b>Human Resources</b>				
Training Policy, Procedure & Form		√		√
Sick Leave		√		√
Time off Policy, Procedure & Form		√		√
Personal Hygiene & Dress Code, Confidentiality & Use of Appropriate Language Policy		√		√
Bullying Policy		√		√
Recruitment, Selection & Garda Vetting		√		√
Redundancy		√		√
Protection of Pregnant Employees, Staff Childcare, Meetings		√		√
Breastfeeding Policy	√	√		√
Disciplinary Policy		√		√
Grievance Policy		√		√
Alcohol & Substance Misuse Policy		√		
Staff privacy Notice		√		√
<b>Management &amp; Administration</b>				
Application, Registration & Fees Policy	√	√		√
Funding/Fundraising & Ordering	√	√		√
Record Keeping	√	√		√
Parent Privacy Notice	√	√		√
Board Code of Conduct				√
Board Conflict of Interest				√
Reserves Policy (Separate Document)				√
Document Management & Approval				√
Sample Forms – Communicable Disease, Daybook Insert, Planning Sheet, Feedback Form, School Aged Child Friendly Policies		√		
Covid-19 Response plan and Policy	√	√		√

## **CHILD DEVELOPMENT**

The centre uses the Aistear curriculum which describes learning and development through four interconnecting themes. Adults in the child's environment support children's learning through four themes with learning goals for each theme. Partnership with parents is a huge part of our service, we have developed weekly plans to communicate to parents how we support children's early learning and development. Everything in the centre, from the layout of our rooms to our curriculum, and our staff training plan supports children's development. Each week childcare workers plan activities to support the learning goals for each theme. Activities are developmentally appropriate and based on children's interests as well as the overall centre curriculum.

Anchor Childcare Centre is committed to ensuring best practice and quality for the children in our care. Using a play based approach to learning children construct their understanding of their environment through active involvement with people, materials and concepts. The children acquire knowledge by actively experiencing the world through interaction such as exploration, manipulation, routine, repetition, practice and experimentation in their environment. Qualified competent staff support children's initiatives and desire to explore their environment. Staff understand that children are self-motivated to explore and that these explorations lead to key experiences, which are a fundamental part of each child's growth and development. Children are at all times encouraged to talk about their activities and experience to encourage language development. In the process the children develop interest, curiosity, resourcefulness, independence and responsibility, habits of mind that will serve them through to their adult life. The teacher focuses on what the child can do and these strengths are built on. Anchor Childcare will continually examine, evaluate and update practices and programs we have in place to ensure best practice quality care is maintained throughout the Centre.

### **Daily Routine**

The establishment of a daily routine is essential for young children; consistency of routine provides a sense of security for the child and encourages children to plan ahead and feel in control. The sharing of control between adult and child is an important part of the childcare process. Centre Staff plan the routine timetable based on their opening hours, length of session and mealtimes and it will differ from room to room. A planned daily routine in each room allows for repetition and afford children the freedom to explore, practice and gain confidence in their developing skills. Appropriate time is given to each segment of the day and provides opportunities to play individually and in small or large groups and indoors and outdoors. Time is also allocated for children to rest, to eat and drink and to tidy up. Children are not rushed through activities but move smoothly at their own pace from one interesting experience to another. They need to be able to predict what is likely to happen next. This means that the order of events should be planned and communicated to the child. Predictability enables the child to prepare mentally for the next event and helps children to feel secure. Children learn the routine through experience of it. Anchor Childcare staff aid this process, by talking to the child about what is happening next, keeping the routine consistent. Visual cues are used also in the form of photographs and drawings at the children's level showing the sequence of events and staff in each room will have a daily routine in visual form on the wall.

### **Greetings and Departures/Drop off & Collection (Including School Aged Children)**

Each day begins and ends with interaction between the children, staff and parents. Drop off can be an opportunity to share information on each child. We need to ensure ratios are maintained so as a matter of safety, we ask parents to ensure exchange of information is brief and relevant to their own child only. Parents may only drop their children into the centre at or after their agreed time and should not collect their children after their agreed time as per registration form. If a parent wishes to change their agreed service, they must complete and sign a new service fee agreement. At registration, parents nominate designated persons to collect their child and should update this regularly. If someone comes to collect a child and they are not on the list or are considered by staff to be unfit to collect, we will contact a parent or a person listed on the collection list. If a child is not collected at their designated collection time we will contact the parent and/or the persons authorised to collect the child. In the event that a parent or those on the authorised collection list fail to collect the child or a person arrives in an unfit state to collect a child Gardaí and/or Social Services (Tusla) may be contacted.

Collections are on foot from St. Laurence's Junior/ Senior school in Baldoyle only. School collections take place at 1.40pm and 2.40pm at both schools and staff collect children from their designated areas on foot in their staff uniform. We ask parents as a matter of safety to email us if they intend to collect their child from school and to let us know if their child is absent from school on any day so we are kept informed. Anchor Childcare staff will collect children when schools close early, parents are responsible for informing centre staff of changes to agreed collection times as children progress through school. Parents should not drop their children into the service if the child has been absent from school due to illness. Anchor Childcare is insured for school collection.

**Staff check numbers regularly throughout the day. If during a check you believe that a child is missing please follow the missing child procedure:**

1. Check your register and assigned children to confirm and identify the missing child
2. Check the immediate area for the missing child
3. Ring Reception or a Team Leader to seek cover and alert others to widen the search for the child
4. Check all areas of the service to include cupboards and under equipment such as the caterpillar and hiding places the child may be
5. If necessary, widen the search to outside the building and the surrounding areas.
6. If the child has not been found contact the Gardaí to inform of the situation
7. Contact the parents of the child to inform them of the missing child and complete an incident report

## **Key Worker System**

Anchor Childcare Centre operates a Key Worker system to encourage stability and continuity. Children will be encouraged to form relationships with all staff within the Centre, however the Key Worker in each room will link closely with parents in helping a child to settle and will provide parents with updates on progress of their own child.

## **Adult Child Interaction**

In Anchor Childcare Centre we recognise the importance of adult/child interaction and staff support each child by moving within the group during the daily routine. Staff are encouraged to move to the child's physical level, get on the floor if the children are on the floor, sit beside them if they are sitting and play with them if they are playing. Children learn from example and need to be shown how to interact and socialise, how to ask for help if they need it and how to negotiate for what they need. At Anchor Childcare we strive to create in each room an environment, which is safe, stimulating and happy for the children. Children are given plenty of opportunities to express themselves through painting, modelling, dance, drama, music, arts and crafts activities, and sand and water play. Tables are not pulled back out of the way, and are available for the children if they want to sit and read or do table top activities. Staff in each room will support by watching, listening to, and conversing with the children and are expected to participate in all activities alongside the children. Staff will also look for natural opportunities for conversation with the children and encourage them to talk about present and past experiences.

## **Record Keeping**

Anchor Childcare Centre sees record keeping as a major contribution in assessing the quality of children's experiences and safety. In addition to children's records, which the Centre is required by law to keep, we also have a comprehensive registration form to provide us with relevant information on each child. Confidentiality in report writing and sharing information is maintained at all times except in Child Protection circumstances. It is important to remember that reports may be used for other reasons than just sharing information with parents. Due regard is given to the Freedom of Information Act when compiling reports. Queries should be directed to your child's key worker or a Team leader

**Daybooks** are kept for all children in our Waddler room to ensure close communication between parents and staff on the day-to-day care of their child.

**Record Sheets** are weekly records maintained for Children under 2 and a half years. These records will include details such as nappy changes, and sleeping patterns and may also include other information about a child's day.

**Sign in sheets** are used to record staff and children's time in the room. Each room has a sign in sheet where staff record their time spent in the rooms. Staff sign in and out on these sheets for breaks also. Ratios are checked by a member of the management team on a regular basis to ensure the overall centre ratios are maintained. Mealtime records are kept on this sheet for children attending our preschool and afterschool services.

**Observations** encourage staff to learn more about a child. Observations will be based on what children do and say in the course of their time in the centre. Observations of individual children may be used in planning activities for those children. Feedback is provided to parents through feedback forms, which are circulated to parents on a quarterly basis.

## **Plan-Do-Review**

Based on a plan-do-review process, children make active choices regarding materials and activities throughout the day. This works because it empowers children to follow through on their interests purposefully and creatively and ensures activities are child led, based on their individual interests. Time is allocated in the daily routine for children to partake in activities followed by time allocated to review their play. Chatting to children about their play supports Aistear as it gives children a sense of belonging and control over their play environment and they feel important and valued. By involving the children in the evaluation process, they in turn feel valued which supports their overall wellbeing and sense of identity and belonging to the service.

## **Planning a Good Day for Children – Best Practice**

One way of assuring that a program is both comprehensive and purposeful is the filling out of a weekly planning sheet to make certain there is something deliberately planned for each aspect of the child's development every day to purposely enhance his/her growth. This is useful because it requires staff to plan the purposes of their program carefully and it helps sharing information to parents. Planning involves observations made by staff on what the children's individual interests may be, what areas children use and what equipment is used regularly in the room. Where appropriate, planning also involves sitting with children to discuss their plans and take their interests into account. The program in each room not only offers a variety of levels of difficulty every day but also becomes more challenging and moves from simple to more complex activities as the year progresses and the children mature and gain competence. The program will not look the same in May as it did in September. The program will also take into consideration that the class of the present year has completely different needs and wants from the class of the previous year. Weekly plans are placed outside each room.

The following Programme of Activities in each room assists in the development of relationships between Child/Child Child/Adult and assists in the understanding of sharing and taking turns. **To manage infection some equipment may be limited to minimise risk.**

Home Corner	This area contains many items that children will see at home such as kitchen related items, uniforms, dress up clothes etc, which give children the opportunity to express their feelings and engage in imaginary situations such as doctors and nurses, role play etc. Children have opportunities to imitate tasks they see performed at home. The children have opportunities to learn, to play together, to share, to use their imaginations and to expand their vocabulary as they converse about their experiences in their home environment. This area is a safe secure environment where children feel supported in their play activities.
Book Area	A relaxing area with a sofa and/or big cushions and a generous collection of books. This area is where a child will have the chance to visit if he/she is tired or needs a quiet comfortable environment to relax. The children have access to a range of different picture and word books telling various stories. The book area provides the child with ample opportunities to learn and to listen when a story is being read. Opportunities to act out or read stories describing incidents from a child's own experience helps to develop language. Books relaying tales of children from different countries, their customs and their different cultures help children to become more culturally aware and understand more about the world they live in. Books that tell stories about different types of families and what comprises a family make children aware of similarities and differences in family make-up. Real life stories are available for children so they can learn about a day in the life of another child or a day at the doctors, dentist etc. Possible upsetting situations can be avoided as the children can discuss fears and reservations through storytelling.
Music & Movement Area	This area contains a portable music player with various types of music. In this area the children also have access to various types of musical instruments. Children have opportunities to take part in singing songs, using different instruments and listening to a variety of music from rhymes to classical and pop music. This helps to stimulate a child's awareness and enjoyment of music and gives an opportunity to use music as a form of expression. The children can take part in action songs and may even choose to write and perform their own songs. Children also have opportunities to learn about cultural music and traditional dance.
Sand & Water Area	Many children can express their emotions and feeling when playing with sand and water as well as finding it a very relaxing/soothing activity. When engaging in sand and water play children have fun but also develop manipulative and pre-math's skills through exploring and experimenting. Children have opportunities to mix, pour, splash, funnel and channel water and also opportunities to sculpt the sand into various shapes and moulds. Working with sand and water provides opportunities to use imagination and also helps to strengthen muscles in children's hands and develop hand eye co-ordination
Arts & Crafts Area	This area contains all the equipment the children need in order to make and do. The children paint, draw, print, use scissors, glue and use clay. This provides opportunities for children to develop their creative and pre-writing skills. All this work gives the child a different medium to express their feelings, thoughts and emotions. Activities such as clay and play dough allow the child to manipulate the material, which may channel such emotions as anger and frustration. These are not just fun activities for children, they can also help strengthen muscles in their hands and develop hand eye co-ordination
Block Area	The block area provides children the space and opportunity to explore and create shapes, bringing with it a basic understanding of concepts of space and spacial relationships. In this area children's pre reading, pre writing, hand to eye co-ordination are also developed. The development of reasoning and problem solving is also developed and the movement involved in construction encourages the development of small motor skills. Children are also given an opportunity to compare weights, build and topple blocks bringing an understanding of height, weight and differences. As in all our areas language and early maths skills are developed as children compare and contrast differences and are encouraged at all times to use appropriate language.
Indoor/ Outdoor Area	Organised energetic activities, such as running, jumping, skipping, will be part of the curriculum in order to support children's need for movement, co-ordination and gross motor skills development; as well as aiding physical growth such activities can be a learning area and a great reliever of built up stress or tension. Access to outdoor play, exercise and fresh air is written into each child's daily routine so children have access to fresh air and exercise daily.
Spiritual, Cultural, Social and Moral Values	Spiritual, Cultural, Social and Moral Values are encouraged by; providing an environment where children feel safe, learning to share and respect others and the property of others, learning to accept rules of play, rules of the centre and the rights of others and through encouraging respect of other cultures and the celebration of festivals from a variety of cultures. Courtesy is an ongoing lesson where the children learn to treat each individual with respect and kindness.

## ARRIVALS AND DEPARTURES (DROP OFF & COLLECTION)

This policy is maintained in the service and provided to parents on registration and staff during induction. A separate policy is available for school aged children. We ask parents as a matter of safety to notify us by email if they intend to keep their child home from creche and to include the reason for absence, so we are kept informed.

### Children Drop off Arrivals and Departures

A biometrics system ensures only authorised persons are allowed into the childcare area of the service. At registration, parents nominate designated persons to collect their child and should update this regularly. Legal guardians are authorised to collect a child unless a custody/barring/protection order is presented to centre staff. Where custody of a child is granted to one parent, we ask you to clarify the circumstances with us. In the case of shared guardianship, you can provide a second address to receive a copy of information. We ask that parents inform us of any person that does not have legal access to the child.

Our service is adequately insured for school collections. Collections are on foot from St. Laurence's Junior/Senior school in Baldoyle. School collections take place at 1.40pm and 2.40pm and staff will collect children from their designated areas on foot and in their staff uniform. We ask parents as a matter of safety to notify us if they intend to collect their child from school and to let us know if their child is absent from school on any day, so we are kept informed. Anchor Childcare staff may also collect children when schools close early, parents are responsible for informing centre staff of changes to agreed collection times. Parents may not drop their children into the service if the child has been absent from school due to illness. Parents may only drop their children into the centre at or after their agreed time and should not collect their children after their agreed time at registration. At registration, parents nominate designated persons to collect their child and should update this regularly. If someone comes to collect a child and they are not on the list or are considered by staff to be unfit to collect, we will contact a parent or a person listed on the collection list. If a child is not collected at their designated collection time we will contact the parent and/or the persons authorised to collect the child. In the event that a parent or those on the authorised collection list fail to collect a child, Gardaí and/or Social Services may be contacted. Children are signed in and out on room registers by staff as they are dropped off and collected. Anchor Childcare has an electronic tagging system in place to minimise the risk of children leaving the premises unless they have been collected.

Step	Procedure for children arriving and departing the service
1.	As each child is dropped off by their parent/carer, they sanitise their hands and are dropped to their classroom door where they are greeted by a staff member who signs them in on the relevant register and places an electronic tag on their clothing.
2.	As each child departs the centre, they are collected from their classroom door by their authorised parent/carer they are immediately signed out by a staff member on the register and their electronic tag is removed and stored appropriately. Children sanitise their hands on the way out of the centre.

### It is the responsibility of staff assigned to each room to minimise risk by:

- Ensuring children are signed in and out correctly and on time
- Being aware of the number of children in their care at all times.
- Checking regularly to ensure children are tagged correctly and safely and ensuring tags are stored safely.
- Sharing and transferring of relevant information to relief staff and parents professionally and respectfully.
- Ensuring doors are not held open for long periods and using the internal telephone system to communicate. Time is allocated from 5.30-6.00 each day for telephone conversations between parents and staff to discuss any areas relating to children's development or if parents wish to enquire about their child's day.

### If during a check you believe that a child is missing please follow the missing child procedure:

8. Check your register and assigned children to confirm and identify the missing child
9. Check the immediate area for the missing child
10. Ring Reception or a Team Leader to seek cover and alert others to widen the search for the child
11. Check all areas of the service to include cupboards and under equipment such as the caterpillar and hiding places the child may be
12. If necessary, widen the search to outside the building and the surrounding areas.
13. If the child has not been found contact the Gardaí to inform of the situation
14. Contact the parents of the child to inform them of the missing child and complete an incident report

### Staff, Students & Visitors Arrivals and Departures

- Students: Student attendance is recorded on the main centre register in reception and on their assigned room register
- Staff: Staff attendance is recorded electronically and maintained in the Managers office, on their assigned room register, and on the register in reception, which is used for fire evacuations. Unless authorised by Management staff may only leave the building during designated breaks and they must at all times use the attendance management system
- Visitors: Visitors to the service are required to sign in and out at reception and temperatures are taken and recorded. Viewing panels enable us to see their children at play without accessing rooms. Visitors are not permitted unsupervised access to children.

### Procedure for staff arriving and reporting for work

Description. It is the responsibility of each staff member to ensure they use the time management and attendance systems correctly	
1.	As staff enter the building, they sign the fire register in Reception and sanitise their hands. As each staff member reports for work they press their finger on the time management system at the security door to record the time they commence work. Where assigned to a room they sign in on the room register.
2.	As each staff member commences a break and resumes work after breaks, they must press their finger on the time management system at the security door to record the duration of their break and sanitise their hands. Where a staff member is assigned to a room they must sign in and out on the room register and wash their hands.
3.	As each staff member finishes at the end of their working day, they must press their finger on the time management system at the security door to record their finish time. Where a staff member is assigned to a room they must sign out on the room register.
4.	As they leave the building staff also sign out on the fire register in reception and sanitise their hands.



**Anchor Childcare Centre**  
**Child Safeguarding Statement**

Anchor Childcare Centre is a community childcare service caring for children aged 6 months to 12 years and is registered with TUSLA as a full day-care and school aged service. The welfare of the child will be considered paramount and staff in our service respect the rights of all children to live and grow in an environment free from the effects of abuse. Anchor Childcare adheres to Children First Guidelines on the Protection and Welfare of Children (2015).

The board have appointed a Manager and Team leaders who are the designated liaison persons for the organisation to be consulted in relation to all child protection matters. Designated mandated persons are childcare staff employed in our service within the meaning of Part VIIA of the Child Care Act 1991 i.e. all qualified childcare staff, managers, deputy managers, room and team leaders are mandated Persons under the Children First Act 2015. A staff list is maintained and displayed on the Health & Safety notice board.

Our Child Safeguarding Statement has been developed in line with requirements under the Children First Act 2015, Children First: National Guidance for the Protection and Welfare of Children, and Tusla’s Child Safeguarding: A Guide for Policy, Procedure and Practice. We carried out an assessment of any potential for harm to a child while availing of our services and listed areas of risk identified and procedures in place for managing these risks. This list is not exhaustive as we safeguard children and minimise risk.

Risk of Harm	Procedures in place to manage identified risks of harm
<b>1 Employee Factors</b> Examples of risk include but are not limited to: Rough handling of children in a way that causes harm. Shouting at or chastising children causing harm or anguish to a child. Ongoing provision of inadequate food and/or nutrition to the extent it causes harm to a child. Failure to recognise abuse. Medication errors	A recruitment and selection policy and procedure is in place to recruit qualified competent adults to supervise children. Staff, volunteers and students undergo reference checks and vetting. All staff receive an induction on commencement and childcare staff are qualified to a minimum of QQI/ FETAC level 5 in childcare. Training procedure is in place to ensure skills are updated regularly All staff have completed children first training and DLP’s have received DLP training. Child protection policy is in place which outlines the signs and symptoms of abuse and includes the procedure for the management and reporting of suspected abuse or allegations of abuse from a child or against employees and volunteers. CCTV cameras are in operation and policies are in place Policies are in place to manage staff leave, confidentiality, communications administration of medications, alcohol and substance misuse and use of appropriate language.
<b>2 Environmental factors Parent, Community and visitors factors/Internet and social media-related concerns.</b> Cultural, ethnic, religious or faith-based norms in the family which may not meet the standards of child welfare or protection in our service. Conflictual relationships, Miscommunication, Bullying Missing child/safety on outings	Policies given to parents and staff on what is acceptable behaviour in the service, and they are encouraged to act as role models. Multimedia policy is in place including use of mobile phones and photographic devices. Children’s computers do not have internet access. Behaviour management policy is in place which includes Bullying policy. Partnership with parent’s policy is in place and the key worker system promotes stronger parent relationships. We will liaise with any outside agencies already involved with the family. Biometrics policy is in place to restrict access to the service. Daily registers policy is in place, visitors are required to sign in and out of the centre. Nappy changing policy is in place and we have viewing panels to all childcare areas. Team Leaders and room leaders are employed to supervise and support staff to ensure policies and procedures are followed and quality is maintained. Safety Statement, outings, accident/Incident policies are in place
<b>3 Child factors</b> Disability/ Additional Needs Malnutrition/ Ill health Safe sleeping Bullying Child Absconding	Equal opportunities/Inclusion policy is in place and key workers work with the child and the family based on the child’s individual needs and interests. Child protection policy is in place and the board have appointed a manager and team leaders to act as designated liaison persons to handle safeguarding matters. Nutrition, safe sleep, exclusion policies are in place Behaviour management, bullying and missing child procedures are in place. Easy to read policies are available for school aged children to read and understand.

**Procedures**  
Procedures in place are reviewed regularly and provided to parents on registration and to staff during induction.

**Implementation**  
Implementation will be an on-going process. Our service is committed to the implementation of this Child Safeguarding Statement and the procedures that support our intention to keep children safe from harm while availing of our service.

This Child Safeguarding Statement will be reviewed on a regular basis and at least every 24 months or as soon as practicable after there has been a material change in any matter relating to safeguarding. For queries, please contact one of the Designated Persons below who have been appointed by the board to carry out the role of the Designated Liaison Persons.

Signed: \_\_\_\_\_ Jean Melia (Designated Liaison Person)  
 Signed: \_\_\_\_\_ Claire Yates (Deputy Designated Liaison Person)  
 Signed: \_\_\_\_\_ Susan Berney (Deputy Designated Liaison Person)

## **CHILD PROTECTION POLICY**

Anchor childcare has a safeguarding statement in place and respects the rights of all children to live and grow in an environment free from the effects of abuse. The welfare of the child will be considered paramount, while taking into account the rights of the parent and family. The company has a designated Child protection team, to be consulted in relation to child protection matters. The designated persons are listed on the safeguarding statement. All childcare staff, managers, deputy managers and team leaders are Mandated Persons and under the Children First Act 2015 if they know, believe or have reasonable grounds to suspect a child is at risk, they may report to TUSLA.

The legal obligation to report under the act applies only to information acquired in the course of our professional work or employment. It does not apply to information acquired outside of work or information given on the basis of a personal rather than professional relationship.

A staff list will be maintained and displayed in our service on the parent's notice board. Anchor Childcare adhere to Children First Act (2015) and follow the procedures set out below.

### **Defining Emotional Abuse**

Emotional Abuse is a systematic, emotional or psychological ill-treatment of a child as part of the overall relationship between a caregiver and a child. It occurs when a child's basic need for attention, affection, approval, consistency and security are not met due to incapacity or indifference from their parent or caregiver. Emotional abuse is not easy to recognise because the effects are rarely seen. Examples of emotional abuse include:

- Rejection
- Lack of comfort and love
- Lack of attachment
- Lack of proper stimulation (eg: fun and play)
- Lack of continuity of care (eg: frequent moves, particularly unplanned)
- Continuous lack of praise and encouragement
- Persistent criticism, sarcasm, hostility or blaming of the child
- Bullying
- Conditional parenting in which care or affection of a child depends on his or her behaviours or actions
- Extreme overprotectiveness
- Inappropriate non-physical punishment eg: (locking child in bedroom)
- Ongoing family conflicts and family violence
- Seriously inappropriate expectations of a child relative to his/her age and stage of development

### **Recognising Symptoms of Emotional Abuse**

There may be no physical signs of emotional abuse unless it occurs with another type of abuse. A child may show signs of emotional abuse through their actions or emotions in several ways. These include insecure attachment, unhappiness, low self-esteem, educational and developmental achievement, risk taking and aggressive behaviour. It should be noted that no one indicator is conclusive evidence of emotional abuse. Emotional abuse is more likely to impact negatively on a child where it is persistent over time and where there is a lack of other protective factors. **A reasonable concern for the child's welfare would exist when the behaviour becomes typical of the relationship between the child and the parent or carer.**

### **Defining Physical Abuse**

Physical Abuse is when someone deliberately hurts a child physically or puts them at risk of being physically hurt. It may occur as a single incident or as a pattern of incidents. **A reasonable concern exists where the child's health and/ or development is, may be, or has been damaged as a result of suspected physical abuse.** Physical abuse can include the following:

- Physical punishment
- Beating, slapping, hitting or kicking
- Pushing, shaking or throwing
- Pinching, biting, choking or hair-pulling
- Use of excessive force in handling
- Deliberate poisoning
- Suffocation
- Fabricated/induced illness
- Female genital mutilation

The Children First Act 2015 includes a provision that abolishes the common law defence of reasonable chastisement in court proceedings. This defence could previously be invoked by a parent or other person in authority who physically disciplined a child. The change in the legislation now means that in prosecutions relating to assault or physical cruelty, a person who administers such punishment to a child cannot rely on the defence of reasonable chastisement in the legal proceedings. The result of this is that the protections in law relating to assault now apply to a child in the same way as they do to an adult.

### **Defining Neglect**

Neglect occurs when a child does not receive adequate care or supervision to the extent that the child is harmed physically or developmentally. It is generally defined in terms of an omission of care, where a child's health, development or welfare is impaired by being deprived of food, clothing, warmth, hygiene, medical care, intellectual stimulation or supervision and safety. Emotional neglect may also lead to the child having attachment difficulties. The following are features of child neglect:

- Children being left alone without adequate care and supervision
- Malnourishment, lacking food, unsuitable food or erratic feeding
- Non-organic failure to thrive, i.e. a child not gaining weight due not only to malnutrition but also emotional deprivation
- Failure to provide adequate care for the child's medical and developmental needs, including intellectual stimulation
- Inadequate living conditions – unhygienic conditions, environmental issues, lack of adequate heating and furniture
- Lack of adequate clothing
- Inattention to basic hygiene
- Lack of protection and exposure to danger, including moral danger, or lack of supervision appropriate to the child's age
- Persistent failure to attend school
- Abandonment or desertion

### **Recognising Symptoms of Neglect**

The extent of the damage to the child's health, development or welfare is influenced by a range of factors. These factors include the extent, if any, of positive influence in the child's life as well as the age of the child and the frequency and consistency of neglect. **A reasonable concern for the child's welfare would exist when neglect becomes typical of the relationship between the child and the parent or carer. This may become apparent where you see the child over a period of time, or the effects of neglect may be obvious based on having seen the child once.**

### **Defining Sexual Abuse**

Sexual abuse occurs when a child is used by another person for his or her gratification or arousal, or for that of others. It includes the child being involved in sexual acts or exposing the child to sexual activity directly or through pornography. Child sexual abuse may cover a wide spectrum of abusive activities. It rarely involves just a single incident and in some instances occurs over a number of years. Child sexual abuse most commonly happens within the family, including older siblings and extended family members. Cases of sexual abuse mainly come to light through disclosure by the child or his or her siblings/friends, from the suspicions of an adult, and/or by physical symptoms. Examples of child sexual abuse include:

- Any sexual act intentionally performed in the presence of a child
- An invitation to sexual touching or intentional touching or molesting of a child's body whether by a person or object for the purpose of sexual arousal or gratification
- Masturbation in the presence of a child or the involvement of a child in an act of masturbation
- Sexual intercourse with a child
- Sexual exploitation of a child, which includes:
  - Inviting, inducing or coercing a child to engage in prostitution or the production of child pornography [for example, exhibition, modelling or posing for the purpose of sexual arousal, gratification or sexual act, including its recording (on film, videotape or other media) or the manipulation, for those purposes, of an image by computer or other means]
  - Inviting, coercing or inducing a child to participate in, or to observe, any sexual, indecent or obscene act
  - Showing sexually explicit material to children, which is often a feature of 'grooming' by perpetrators of abuse
- Exposing a child to inappropriate or abusive material through information and communication technology
- Consensual sexual activity involving an adult and an underage person

### **Recognising Symptoms of Sexual Abuse**

Girls or boys may spontaneously describe sexual experiences; also detailed descriptions of sexual acts must be listed in the knowledge that such a description is likely to have a truthful foundation.

- General – sudden changes in mood and altered attitudes to particular adults.
- Inappropriate sexual knowledge, demonstrated by sexual play with peer, toys and through drawings.
- Genital injuries or vaginal discharge, bleeding, itching or soreness
- Sexually transmitted disease – oral or genital
- Associated physical abuse – bruise, bite marks, burns

## **DISCLOSURES**

During the course of play or conversation, a child might intentionally or inadvertently disclose information to an adult that is indicative that abuse may have taken place. It is important to remember the following

- Keep calm and remain natural. The child may be testing your reaction to see if it is safe to open up to you
- Most likely you have been approached because the child likes and trusts you.
- Remember that the disclosure (content and description) may be very difficult for the child.
- Let the child speak and listen carefully to what the child has to say. Do not ask leading or intimate questions.
- Let the child disclose at their own pace and in their own language. Give them the time and the opportunity to tell as much as they are able and wish to and expand on what they have said
- Assure the child that you believe them. False disclosures are very rare. Do not promise to keep secrets.
- If possible without disturbing the flow of the disclosure attract the attention of a co-worker to witness the conversation.

## Procedures for managing allegations and disclosures of abuse

The safety and well-being of the child must take priority over concerns about adults against whom an allegation may be made.

Step	Procedure for handling disclosures
1.	Immediately after the conversation, record the disclosure in writing and report to the DLP. In the unlikely event that the DLP is absent from the centre, they should be contacted by mobile phone.
2.	The DLP will consider what is recounted in writing and follow the procedure for managing concerns of abuse.

Step	Procedure for managing concerns of abuse
1.	If a staff member has reasonable grounds for concern that a child has been abused they should accurately report these concerns to the DLP in writing. If the DLP is absent from the centre they should be contacted by phone.
2.	The DLP will consider the threshold of harm for the relevant category of abuse and may: <ol style="list-style-type: none"> <li>1. Discuss the concerns with the parents/guardian/key worker/carers of the child</li> <li>2. Contact TUSLA for advice</li> <li>3. Make a mandated report to TUSLA under Children First</li> <li>4. Record the concerns and the reasons for the decision not to report to TUSLA.</li> </ol>
3.	Making a mandated report <ul style="list-style-type: none"> <li>• Once a decision has been made to make a mandated report, the DLP should complete the TUSLA child protection and welfare form</li> <li>• If the child is at immediate risk, the DLP will alert TUSLA of the concern in advance of writing the report and will submit the mandated report within 3 days. If TUSLA cannot be contacted the Gardaí will be contacted</li> <li>• Mandated staff should be available to complete the report with the DLP. In the unlikely event that the form is completed by the mandated person alone, the mandated person must provide a copy of their report to the DLP within 24 hours.</li> </ul>
4.	Not making a mandated report <ul style="list-style-type: none"> <li>• If a decision is made by the DLP not to report a concern to TUSLA, any actions taken and the reason for not reporting should be recorded.</li> <li>• The employee who raised the concern will be given a written explanation why the concern was not reported to TUSLA.</li> </ul>
5.	The mandated person will be advised that if they remain concerned about the situation they are free to make a report to TUSLA or the Gardaí. If a report is made, they must provide a copy of their report to the DLP within 24 hours.

Step	Procedure for managing allegations of abuse against staff, volunteers or students
1.	Allegations of abuse or misconduct involving a child must be made in writing to the DLP. Following an allegation made against a staff member, volunteer or student in respect of abuse or misconduct against a child, the DLP will inform the manager.
2.	The DLP and the Manager will consider the threshold of harm for the relevant category of abuse and may: <ol style="list-style-type: none"> <li>1. Discuss the concerns with the staff member and parents of the child</li> <li>2. Contact TUSLA for advice</li> <li>3. Discuss the concerns with the board of Anchor Childcare, the legal employer</li> <li>4. Make a mandated report to TUSLA under Children First</li> <li>5. Record the concerns and the reasons for the decision not to report to TUSLA.</li> </ol>
3.	If an internal investigation is required, it will commence as soon as is practical. A copy of the complaint will be given to the staff member under investigation. An employee may be placed on administrative leave and will have opportunity in accordance with current labour legislation to have their case fully heard. Absence on administrative leave from the service while an alleged offence is under investigation is not viewed as evidence of guilt, rather as protection for both child and employee during a difficult period. The parents of the child involved will be advised of this and given the option of keeping their child at home pending the outcome Once the internal investigation is complete, the board will decide on further action and inform the employee of the outcome of the investigation. Possible decisions may include but are not limited to: <ul style="list-style-type: none"> <li>▪ Suspension or limitation of duties within the service</li> <li>▪ Continuance of paid / unpaid administrative leave</li> <li>▪ Mandated report to TUSLA. The board will follow the advice and direction of TUSLA. This service will assist in any external investigation and the employee may remain on administrative leave pending the outcome of the external investigation. If the employee is found to have committed an offence against a child or of being involved in misconduct involving a child disciplinary procedures will be followed up to an including dismissal without liability for compensation.</li> </ul>

## Behaviour Management Policy

Anchor Childcare Centre recognise children benefit from a stable environment with competent adults and wishes to provide a best practice quality childcare setting where confidence, self-esteem and independence are nurtured. Our service does not condone physical punishment of children, and there is no incidence where this would be seen as acceptable from staff or parents. Staff use positive affirmations towards children and words such as 'bold' or 'stupid' will not be used towards a child or to describe the actions of the child at any time. Adults act as role models for positive behaviour; children are not moved to another room, threatened, physically punished, denied food, sleep or bathroom use due to inappropriate behaviour. Biting is viewed as a normal part of a child's development and may be common in the under three age group, the policy for which is detailed below. Policies are provided for parents at registration and to staff in their induction pack and are reviewed regularly. Employing qualified staff and arranging further training in behaviour management encourages positive behaviour and reduces the need for any form of physical intervention, except in emergency situations where a child appears to be unable to exercise self-control of emotions and whose behaviour is presenting a threat to themselves or others. This policy ensures that physical intervention is used only as a last resort and no pain is inflicted upon the children. Incident reports are completed so the parents are advised. **A member of staff should not intervene in any incident without help if there is a risk they may be injured.** A simplified child friendly policy on behaviour is provided for school age children.

### Self Regulation

Self-regulation is a person's ability to adjust and control their energy level, emotions, behaviours and attention. Self-regulation skills are linked to how well children manage many tasks during early childhood. With these skills, children are able to manage difficult and stressful events that occur as part of life, such as the loss of a pet, death of a family member or family separation. As a child learns to self-regulate, skills such as concentrating, sharing and taking turns also develop. This enables a child to move from depending on others to beginning to manage by themselves. Most children at some stage will struggle to manage their feelings and behaviours, particularly when they are tired, hungry or facing new experiences. When this happens, they might become upset, sulky or angry. This is all part of being a young child and is not necessarily cause for concern. If however this is problematic on a regular basis and there are seemingly little reasons for a child to be displaying such behaviours it is likely to be problematic and may impact academic performance and social interactions. Our service has put in place the following measures to encourage positive behaviour and self regulation

### The Environment and Daily Routines

Staff working with children are qualified to a minimum of Fetac/QQI level 5 in early years. Staff supervise, observe and interact with children and are proactive in order to avoid conflict. They arrange stimulating activities and encourage self-care and manageable tasks according to children's age and stage of development to ensure children are kept busy. Behaviour management training is provided to ensure staff have the skills to manage behaviour positively and consistently. Staff are encouraged to view conflict as an opportunity to teach children essential relationship skills. During their time in the centre staff point out and positively affirm when children are sharing or taking turns. As children encounter problems staff encourage them to be vocal about the problem and ask them to come up with possible solutions so they develop a thought process and are less likely to react to conflicts. We have routines in place, where the same things happen in the same way at the same time each day. Routines are very important for supporting children's positive behaviour as they provide a sense of security so children feel more settled and confident in their environment as they know what to expect.

#### What can parents do to help?

Parents can encourage self-discipline and respect for each other, our surroundings other children and centre property. Parents should be proactive and share information on the child that may affect their behaviour. Do not use food as a reward for behaviour or withhold it as a punishment. Use positive affirmations to acknowledge positive behaviour and establishing routines for bedtime, meal times, bath time, homework and other things that happen regularly each day.

### Rules, Limits and Boundaries

When promoting positive behaviour it is important to teach the behaviour you would like to see rather than punish the child as punishment focuses on showing the child what not to do rather than helping them learn what to do. Setting limits helps children control their own behaviour. Children are involved in making and displaying rules according to their age and stage of development. Rules should be age appropriate, kept to a minimum and depending on the age and stage of development discussed regularly at group times with the children. It must be made known to children that they have equal rights and sharing and turn taking in activities are encouraged. Use simple language, sometimes a simple 'no' will suffice. Positive affirmations can be used to acknowledge and reward positive behaviour in children. For example, the child may be rewarded with a warm smile, eye contact, a well done or a hug for positive behaviour. Providing positive affirmation to children when they are doing something positive makes it more likely they will continue to seek attention through positive rather than negative behaviour. Simple acknowledgements are very effective ways for parents and carers to provide positive attention to children, for example: "Thanks for picking up your toys," "Well done for finishing your homework before dinner," or "You played really well today. It's great to see you getting along and having fun." It's important to give the affirmation and name the behaviour that you want to continue. Offer comfort and support to any child hurt in an accident or incident. Be consistent in approach so children have the security of knowing what to expect and what is expected of them. Provide children with strategies and opportunities to resolve their own conflicts, release feelings creatively through planned activities to help explore and name feelings. Staff should risk assess behaviour management situations. If a child has a temper tantrum and is no danger to themselves, it may be of more benefit to ignore their behaviour until they have calmed down.

#### What can parents do to help?

Parents can be positive role models for children and follow our rules of the centre. It is very important to follow through on your expectations. Being consistent shows that you mean what you say and can be counted on. When expectations are applied inconsistently (e.g. some days you don't bother about the mess they leave and other days you insist that they must clean up), children are more likely to test or ignore the limits you set.

## Giving children the tools needed to help self-regulate their behaviour

**Conflict resolution** is a learned skill so children will be encouraged to participate in the process of resolving conflicts which helps teach the value of compromise; through simple language children can learn that bullying, fighting, hurting and racist comments are not acceptable behaviour. Children are encouraged to use words instead of actions to express themselves. Efforts, achievements and feelings are acknowledged in order to help grow self-esteem and self-discipline. When communicating with a child the adult demonstrates respect for children by listening and being interested in children's explanations for their actions. Adults need to offer and show reasoning in conflict situations, for example if the word 'no' is used, the reasons why should be explained.

**Handling disappointment** is a learned skill and we can help our children practice ways to handle disappointment before a potentially disappointing incident occurs. Turn taking and helping others when an accident occurs should form part of interactions. Offering alternative choices of activities while waiting on your turn should form part of interactions.

**Language** is a powerful tool. As children's emotional vocabularies grow, their ability to read their own and other's emotions grows, too. Staff help children understand that their feelings can change, they may wake up grumpy, but they don't have to stay grumpy. Staff help children learn that they can express more than one feeling and they can feel differently from someone else about the same thing, but all feelings are valid it's what we do with them that counts. Staff use music and movement to help children describe emotions and when reading they create opportunities to describe emotions in books. Recognising and naming their own emotions and feelings is an important step for children in learning how to control their emotions. A child has to recognise that they feel angry before they can learn how to control that emotion. Staff arrange calm down and relaxing exercises which will ensure that when a child is asked to calm down that they understand what that means.

**Making choices** is an important skill needed for decision making. Staff encourage children to be independent and make choices which allows children to understand that how they react and behave is under their control. Presenting children with (appropriate) choices, letting them make (appropriate) decisions and praising their responsible choices supports the development of positive social values. As part of interactions staff ask probing questions encouraging discussion about a child's interests, choices and decisions.

What can parents do to help?

Talk about and help children explore their feelings. Be a model, use the skills yourself and show children how they work. Turn difficulties into learning opportunities, discuss your problems verbally, oh no my car won't start how am I going to solve that. Let your child hear your thought process as you go through possible scenarios and decide on a solution. This teaches the children to stop and think rather than react. It's important to recognise that social and emotional skills develop over time and develop differently. Parents should help us to assess risk and inform staff if they believe their child has difficulties self-regulating their behaviour. Parents and staff working together to help children develop social and emotional skills can really make a positive difference. Parents and staff don't have to be perfect; showing children you can make a mistake and learn from it can be really helpful too.

### Procedure for managing a conflict

1. Change the tone and note of your voice to get the child's attention, use eye contact and speak one to one at the child's level.
2. Using simple language, name emotion for the child (I know you're upset, angry, frustrated), name the behaviour that is not acceptable and why it's not acceptable, so expectations are clear.
3. Suggest an appropriate behaviour (maybe you'd like to go get another toy)
4. Be calm in approach, do not get into a power struggle.
5. Offer comfort and support to any child hurt and encourage the child/ren to communicate their feelings.
6. Record any accident/incident that results in a child being seriously injured or visibly marked in accordance with procedures, parents are informed of such incidences and co-sign the accident form.
7. In some conflict situations it may be necessary direct a child away from a situation to calm down and reflect on their behaviour. A child may be asked to stop partaking in an activity and reflect for a short time to avoid further conflict. In such cases the child will be redirected to a quieter activity in the room; this helps to teach them how to manage emotions that may be running high. In some instances, a child may choose and ask to retreat to an area to calm down. When children need quiet time to calm down, it's important to encourage them back to the group after a few minutes, welcome them back to the activity and follow up with positive affirmation for positive behaviour as soon as possible. The layout of the child's environment should take into account the need for an area where a child may retreat to calm down.
8. Physical intervention - As a last resort and only after all other procedures for managing behaviour have been exhausted, staff may need to physically hold or restrain a child to prevent harm. No matter what age the child is, physical restraint must only ever be used for immediate safety reasons, with minimum force and for a minimum amount of time. The purpose of this intervention can only be to prevent injury or to prevent serious damage to property. This intervention will only be used in an age appropriate way, e.g. it may be appropriate to pick a very young child up but not an older one. Great care will be taken when holding a child with particular attention paid to their individual needs. The intent of this action is to keep the child and others safe until their self-control is regained and they feel contained, but it will only be used in exceptional and rare circumstances. A calm and caring attitude on the part of the adult is critical ensuring this is supportive and in no way a punishment. Times when holding or restraining a child may be used:
  - To prevent an accident such as a child running across a road.
  - To prevent injury, e.g. if a child is having a temper tantrum and is throwing furniture.
  - Where a child is expressing feelings of anger, anxiety or frustration, in a way which is unsafe for themselves and others and where reasoning has not stopped the behaviour, a staff member may assist the child in re-establishing control by holding them, to contain their feelings safely, as a last resort and for the minimum length of time.

**Note: Staff giving comfort by holding a child when they are distressed is not physical restraint. This should only take place when it is acceptable to all persons concerned.**

## Bullying Policy

All children are entitled to attend a service free of bullying, which encourages harmonious, respectful and dignified friendships and relationships. Bullying is totally unacceptable behaviour and it will not be tolerated in Anchor Childcare Centre. We aim to provide a safe and secure environment where children can grow and learn without fear or anxiety. This policy is designed to support the centres behaviour management and equal opportunities policies and encourages a consistent response to bullying. Bullying may not just be delivered on a personal, face to face basis, but also by using existing and new technology, known as cyber bullying. Our service does not allow mobile phone or internet use by children. Staff should be aware of and implement this policy to deal with bullying.

### Definition

Bullying is a premeditated act and the misuse of power by an individual or a group by engaging in offensive behaviour that is vindictive, cruel, malicious or humiliating by the misuse of position to intimidate another. Examples of bullying can be: Physical- pushing, kicking, hitting, pinching and other forms of violence and threats, Verbal- name calling, sarcasm, spreading rumours, persistent teasing, Emotional- tormenting, ridicule or humiliation, Racist- racial taunts, graffiti or gestures Social- unwanted physical contact or abusive comments, Homophobic- any hostile or offensive action against gay, lesbian or bisexual or those perceived to be these. Bullying can occur in different forms and none should be tolerated.

### Knowing the difference between Normal Peer Conflict and Bullying.

Normal Peer Conflict	Bullying
Equal power or friends	Imbalance of power; not friends
Happens occasionally	Repeated negative actions
Accidental	Purposeful
Not serious	Serious with threat of physical or emotional harm
Equal emotional reaction	Strong emotional reaction from victim and little or no emotional reaction from bully
Not seeking power or attention	Seeking power, control, or material things
Remorse - will take responsibility	No remorse - blames victim
Effort to solve problem	No effort to solve problem

### Rough and Tumble play

Staff recognises rough and tumble play as distinct from inappropriate or aggressive behaviour. Television or films which include Super heros may often influence young children and staff understand children may mimic this behaviour through their play and this may be social play rather than aggressive. Staff will not allow guns, bow and arrows, play knives or any weapons into the service. Our staff will set boundaries for games and use planning opportunities to discuss the concept of 'good' and 'bad' and support play to find alternative solutions to weapon play, exploring different scenarios.

### Hurtful Behaviour

Very young children are 'egocentric' which means they put their own feelings before others and even the most considerate child may have the occasional outburst due to frustration, anger or over exuberance. If hurtful comments are made staff will recognise that very young children are not always able to manage their own feelings and deliver them appropriately and assist in this management to support their development offering support to both parties and discuss the issues through play, story time and circle time activities.

### Anti-Bullying Procedure for staff and parents

- Staff ensure that children have a sense of belonging in our service; when children feel they belong, bullying is less likely to occur.
- Staff will take all forms of bullying seriously and intervene to prevent incidents from taking place.
- If staff witness an act of bullying behaviour they will explain that bullying wrong and that it is unacceptable behaviour.
- Staff will do all they can to support the person or persons who are being bullied. This will involve supporting all parties to understand that it is not acceptable to be bullied, to be the recipient of bullying or to bully others.
- A record is kept of incidents of bullying; If bullying patterns repeat the child's parents will be asked to meet with the key worker.
- Parents who are concerned that their child might be being bullied, or who suspect their child may be the perpetrator of bullying should contact their child's key worker immediately to discuss the situation.
- Parents should support the centres policy on bullying and actively encourage their child to be a positive member of the service.
- Parents are expected to help develop their child's social, emotional and self-regulation skills to support the centres ethos.

### Recurring Problems

Communication and co-operation between parents and staff is important, as consistency of approach is vital to behaviour management. Parents are expected to respect and continue the centre's attitude towards non-physical methods of discipline. Parents will be supported to manage their child's behaviour and may be asked to meet with their child's key worker or a room leader to review our policy and discuss their child's behaviour to work in partnership to develop a plan if necessary to ensure consistency in approach to managing behaviour. Staff will not discuss a child's behaviour with anyone outside the centre without a parent's permission. It may be necessary if there is persistent or recurring challenging behaviour to seek the help of other professionals, as sometimes, challenging behaviour may be the result of an underlying issue. In such cases it would be expected that parents co-operate with this request and share information with their child's key worker. Such support is viewed as impacting positively on the child, the parents and the centre.

It is not our standard practice to ask parents to remove children from the centre, we work in cooperation with parents to improve their child's behaviour and lay foundations from which children will grow into happy, confident, well-adjusted individuals. However, if a parent refuses to co-operate, seek professional advice, or the behaviour of the child is considered to be hazardous to themselves or others we would have no alternative but to ask a parent to remove them from the centre. We have a grievance procedure in place should any parent wish to challenge any decision made by centre staff.

## Biting Policy

Anchor Childcare Centre wishes to provide a best practice quality childcare setting where confidence, self-esteem and independence are nurtured. We recognise that biting is unfortunately not unexpected in childcare centres and can be upsetting for children and parents. No one can predict which children will bite and when, we cannot promise to eliminate biting from our centre, but will deal with each case individually and professionally. While we believe that biting is never the right thing for children to do, as professionals we recognise that children bite for various reasons.

### Reasons children bite?

- Teething pain or discomfort
- Sensory exploration of their environment
- Learning about cause and effect, learning to hold on and let go
- Learned behaviour, imitating others or attention seeking
- Expression of feelings such as frustration, anger tension, anxiety, excitement.
- A reaction to abuse or physical aggression
- The child may be in an environment that is overcrowded, too stimulating, or not stimulating enough
- Inappropriate expectations such as expecting small toddlers to share or expecting small toddlers to meet a rigid schedule not allowing time for food or sleep.

### What parents and staff can do to manage biting

- Have patience, understand that there are many reasons for biting and not all of them are within the child's, parents, or centre's control.
- Observe and supervise children effectively. Continually review the child's routine, interact with children and provide developmentally appropriate activities in a calm cheerful atmosphere.
- Be consistent in approach, expressing disapproval of biting so children understand it is not acceptable.
- Parents and staff should be proactive and share information on the child that may affect their behaviour.
- Parents of the child who has been bitten should not chastise the child who has bitten or his/her parents. While this may seem logical and justifiable at the time, it does not help the situation and certainly does not stop the biting.
- Maintain confidentiality. We have chosen to develop a policy of confidentiality, which is a cornerstone of professionalism in the field of early childhood care and education. In line with this policy, centre staff will not divulge the name of the child who has bitten. Parents may often find out the name of the child who has bitten from their own child or from the child who was bitten. We are all adults working or using the services of this centre and to honour confidentiality should not discuss the behaviour of another child or label the child. Referring to any child as 'a biter' labels them in a negative way and makes it more difficult to work quickly and positively towards stopping the biting.

### Procedure for managing a biting situation

1. Give immediate comfort, support, attention and first aid if necessary to the child who has been bitten. Put a cold compress on the injury if the child is willing and if the skin is broken, wash the wound with warm soap and water and cover it.
2. Change the tone and note of your voice to get the child's attention, speak one to one at the child's level and using simple language, make clear to the child that it is the biting and not the child that is unacceptable.
3. Encourage the child/ren to communicate their feelings.
4. Record any serious accident or incident that results in a child being seriously injured or visibly marked in accordance with our standard accident reporting procedure.
5. Observe the child who has bitten to ensure there are no recurring incidences. What to observe for:
  - a. Is the biting occurring at a certain time each day?
  - b. Is the child hungry or tired?
  - c. Does the biting occur at times of transition from one activity to another?
  - d. Does the biting occur in one area of the room?

### Recurring biting

- Recurring biting will be dealt with in an inclusive manner. The child's key worker or team leader will meet with the parent to discuss reasons for their child's biting, and to work together to discuss strategies to stop future biting episodes.
- It may be necessary at times to seek the help of other professionals; as sometimes ongoing biting may be the result of an underlying issue. In such cases, it would be expected that parents would co-operate with this request and share information with their child's key worker.
- It is not our standard practice to ask parents to remove children from the centre, we work in cooperation with parents to improve their child's behaviour and lay foundations for children to grow into happy, confident, well-adjusted individuals. However, if a parent refuses to co-operate, seek professional advice, or biting is continuous and considered to be hazardous to other children or staff we would have no alternative but to ask a parent to remove their child from the centre.
- We have a grievance procedure in place should any parent wish to challenge any decision made by centre staff.

## Equal Opportunities

### Policy

Anchor Childcare Centre recognises and respects the rights of all adults and children and will welcome all families into the centre. We recognise that learning is individual and respect the right of all children to quality care with equal access to developmentally appropriate activities in an environment free from prejudice and discrimination. It is important to us that all of our children feel valued and accepted for who they are; staff will actively encourage equality through the following:

- Anchor Childcare is an equal opportunities employer and will promote equal opportunities by ensuring all staff perform a variety of tasks not related to gender.
- Staff understand that children learn from example and that they have a responsibility to demonstrate that they value all cultures and racial backgrounds.
- Discriminatory actions or language by staff, parents or children will be challenged and will not be accepted.
- Children are not permitted to bring their own toys and equipment into the centre. The centre purchases a diverse range of equipment and toys based on the developmental needs of the children.
- The provision of planned developmentally appropriate activities to help children to develop positive attitudes to differences of race, culture, language, gender, ability and age.
- All children are treated as individuals; staff will ensure all children are given equality of opportunity to participate in all centre activities and to explore books, toys, play and equipment.
- Children will be provided with opportunities to explore various culture, types of behaviour, roles and feelings through activities, stories, food, and clothing.
- On special days such as birthdays, Easter and Christmas parents are asked not to bring in cakes, sweets or gifts for individual children. The centre will use special days to plan additional age appropriate activities and learning experiences. Staff will plan baking activities with the children ensuring any special dietary requirements remain uncompromised.
- Staff will not be permitted to buy presents, treats or gifts for children so as to ensure equality and a service free from discrimination. When Santa arrives at Christmas he will bring a present for every child registered in the service. This present will be purchased by the centre and will take equality and their developmental needs into consideration.

### Inclusion of children with additional needs

All children will be valued and supported in all their needs as the individuality of each child is respected and nurtured. Staff will treat all children as equal and encourage all children to participate in centre activities and the daily routine. Anchor Childcare recognises that the development of children with special needs may be enhanced through equal access to quality care. Staff work within recommended ratios and understand that all children's needs are special. While we cannot provide one to one care, every effort will be made to cater for each child's individual requirements. Staff will work in partnership with parents and monitor children, if a child shows a special need, which is beyond the capabilities of centre staff, parents will be contacted and advised to seek expert advice.

## Partnership with Parents and Complaints

### Policy

A copy of this policy is available in the service for staff and parents receive a copy of this policy on registration. All families will be welcomed into the centre. We understand parents may not always be in agreement with centre policy whether it is in regard to curriculum, gender roles or child discipline methods. However, we will encourage parents to share their beliefs and will always discuss options and offer explanation if what a parent wants goes directly against centre policy or values of the service. It is important to us that all families feel a sense of belonging in the centre and we will strive to work in partnership with parents.

### Parent Communications

In Anchor Childcare we recognise the importance of using a variety of media in our communication to parents and children and in the interest of best practice, have the following in operation:

- We operate an open door policy welcoming parents visit the centre to see their child participating in activities during the day.
- Staff will work in co-operation with parents to ensure consistency in approach to best practice quality childcare.
- Parents are encouraged to participate and work with us in a variety of ways such as planning special events, fundraising, volunteering to partake in centre activities, or providing input into program development, and policy making.
- We have a parents complaints policy and procedure in place and a separate simplified policy for children.
- Where age appropriate our policies are simplified for older children attending our afterschool ensuring they have a say
- During registration parents are given a pack containing information and policies and procedures and have an opportunity to discuss their child's needs and have any questions answered.
- Staff make equal efforts to communicate with each parent in their group and when giving feedback will concentrate on positive aspects of the child's day. Any criticism of the child should only be constructive in order to be of benefit.
- We have an internal telephone system in place so parents can contact staff during the day if they have concerns. In certain circumstances it may be necessary for staff to meet with parents individually to discuss their child's progress. Every effort will be made to ensure the time and place of meetings are chosen with respect maintaining ratios and to parents and staff working hours.
- A monthly newsletter is available for parents with various updates and information.
- We have a community notice board where parents and families can post or view notices relative to childcare, the community of Baldoyle and its environs.
- We have a health and safety notice board where information on policies is posted regularly regarding health and safety.
- We display TUSLA preschool inspection reports, staff qualifications etc. for parents and prospective parents.
- Each room has their own notice board where staff display information relevant to each room.
- Children in our Waddler room have individual daybooks exchanging information such as food, bottles, sleep patterns.
- We have a suggestion box in reception providing parents, staff and children with an opportunity to provide feedback or provide suggestions on improvements in the service.
- The daily routine and room plans for each room are displayed to keep parents informed of activities their child is partaking in and parents can follow on this work at home. The daily routine is also a valuable tool for children as they feel secure in regular routine and they know what happens next.
- Feedback forms are provided to parents on a regular basis.
- An annual survey is circulated to parents and the report is placed on our notice board.

### Parents Complaints Policy

We understand parents may not always be in agreement with centre policy whether it is in regard to curriculum, gender roles or child discipline methods. However, we will encourage parents to share their beliefs and will always discuss options and offer explanation if what a parent wants goes directly against centre policy or values of the service. It is important to us that all families feel a sense of belonging in the centre and we will strive to work in partnership with parents. The complaints procedure is:

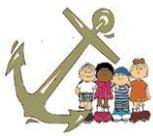
Step	Description
1.	The parent or concerned person should raise the issue with the Manager Jean Melia or Team Leader Clare Yates or Susan Berney either verbally or in writing.
2.	Verbal complaints are dealt with informally as they arise, a discussion will take place and the parent will receive a response within 7 days or as soon as is practical. Written complaints are dealt with as soon as is practical and are recorded. Every attempt is made to respond to the complaint and resolve the matter as amicably as possible within 1 month; an investigation and consultation with staff may be necessary. If the complaint is made against an employee, the employee will be informed and will be given details of the written complaint and an opportunity to respond in writing. If a complaint involves a child protection concern Children First procedures will be followed reporting to Tusla, or An Garda Siochana if necessary.
3.	If you do not gain satisfaction from this resource and wish to appeal to the board please send your complaint in writing to The Chairperson of Anchor Childcare Centre CLG, Racecourse Shopping Centre, Grange Road, Baldoyle, Dublin 13. The Chairperson and the board will deal with the matter promptly and efficiently and will respond in writing as soon as is practical. The complainant and other people involved in the complaint will be informed of the outcome. The decision of the board is final. Complaints will be maintained on file in line with our data protection policy.

## MANAGING TRANSITIONS & SETTLING IN POLICY

Transitions are changes that may occur in life over a long or short period. Our service cares for children from a young age and we recognise that managing transitions effectively will support early development. At Anchor Childcare Centre we want children to feel safe and happy in the absence of their parents and to recognise other adults as a source of warmth, authority, help and friendship. Some children embrace transitions with great enthusiasm which can leave parents feeling confident and comfortable, or perhaps even a little left out. Other children may feel afraid, upset or anxious. It may be the first time they have been in the care of adults who are not part of their family, or the environment could be noisy and crowded compared to being at home, making it all feel a bit too much. It is actually quite common for children to show some signs of discomfort when they first start in a service. While this can be worrying for parents and carers, it is normal for children to find the transition to childcare upsetting and it is important to remember the distress is often short-lived.

Anchor childcare staff recognise that for many children their first visit to the centre will be their first experience of being away from their parents and close family. This time can be stressful and worrying for children and their parents so the following procedure has been put in place to make the transition from home to the centre as comfortable as possible.

Transition	Procedures and Measures we have in place to support children during this transition
Starting in our service	During registration parents are encouraged to provide adequate information on their child to make their children's time in the centre as comfortable as possible. At this time parents and child have an opportunity to view the Centre and meet the staff in the room the child will be assigned to.
Settling in their room	<p>Centre staff will work in partnership with parents to provide adequate time to settle each child into the Centre environment. Staff will have realistic expectations of children's behaviour, due care and attention will be paid to a child's need for time to settle into any new environment.</p> <p>Before a child starts in the centre we would encourage parents, where appropriate, to separate from their children for brief periods at first, gradually building up to longer absences. Parents may choose to stay in the room with the child briefly so that the child feels settled and the parent feels comfortable about leaving the child. Viewing panels are in place so a parent may move outside the room and still be able to see their child interact. This will aid the separation process and minimise anxiety for the parent and the child. No child will be taken on an outing until they have settled in. We operate an open door policy and parents can check on their child or telephone the centre and talk to a childcare worker working with their child at any time.</p> <p>A Key Worker is assigned to each child and this person will be responsible for settling the child and caring for them if distressed. During the first few weeks, this key worker will work with both parents and child so that they feel confident and comfortable about leaving their child. Parents and their child's key worker should discuss ways of making the transition from home to the childcare centre as comfortable as possible for the child. Close contact with the child's key worker will continue during the child's time in their assigned room and the key worker will provide feedback to parents on the child's progress. If a child does not understand the primary language of the Centre staff will encourage parents to translate words of particular interest to the child so we can learn key phrases in the child's language. Daily routines are established and displayed in each room in the centre. Routines play a central role in children's lives and it is through consistency, repetition and expectation of what will happen next that they increase in confidence. These routines help the children to gain security, as this will help them settle in and make friends.</p> <p>Parents whose children seem to be taking a long time to settle in will be reassured and information shared on their child's time in the centre. In cases like these parents should work closely with their child's key worker exploring additional ways to ease the transition from home to the centre.</p>
Moving Rooms	<p>As children grow their developmental needs change and they may move to other rooms in our service where equipment and routines are more appropriate for their needs. At our service we will work with parents to ensure that transitions to other rooms are as smooth as possible.</p> <p>Before a move to another room, staff will arrange for your child to visit the room, starting with brief short visits and building the duration. During these visits children will have opportunities to interact with other children and staff, benefit from a new stimulating learning environment. Once staff are happy your child is ready to move to their new environment they will inform parents of the impending move and invite parents to drop and collect their child from the room and familiarise themselves with the staff that will be caring for their child.</p>
Other predictable transitions	Other predictable transitions will be supported by our staff. When purchasing costumes, puppets, role play items and books for the service, staff will be mindful of other transitions in a child's life such as going to primary school, bereavements, visiting the doctor or dentist, hospital stays, moving home, getting a new brother or sister etc.
School	To support transitions for school we have uniforms available in our dress up box. Staff discuss the child's transition from crèche to school with parents and will provide feedback forms on the children's progress so parents can provide this information to future teachers. We will have pictures of the local school and support any visits that may be arranged so children can visit their school in advance of their September start.



# ANCHOR CHILDCARE CENTRE

## Child Friendly Policies for School Aged Children

### 1. Statement of Purpose & Function - Why are we here and how do we do things?

We provide after school care for children until parents or guardians collect them. Policies given to staff and parents; this policy is written especially for school aged children. Our policies will be compliant with the 2018 School Age Regulations. We provide a happy & safe place where children can play, do homework, eat meals and snacks and have fun with other children. Anchor has a lot of people helping to keep us safe. There is a manager in charge in the office, staff that wear blue tee shirts and a cook that wears a white uniform. Look out for their pictures around the centre near rooms they work in.

### 2. Complaints and problems

Children can have a problem about afterschool, an adult or another child. If you have a problem, you can talk to your afterschool teacher. If you don't want to talk to your afterschool teacher about your problem, you can talk to any of our staff wearing a blue uniform who will help you or the manager in the office at the top of the stairs. Don't keep your problems to yourself, it's always better to talk and get help.

### 3. Safety Policies

It is very important that medicines or inhalers are not kept in your bag because this is not safe. Make sure you give your medicine to your teacher. Please don't bring in any toys or food as we have enough food and toys here and some food and toys can make small children sick. We hope you can help us keep everyone safe by tidying up after yourself and putting everything back where you got it when you're finished.

### 4. Infection Control Policy

In Anchor we help children to stay healthy and stop germs spreading. You can help us by washing your hands when you arrive, after coming in from the outdoor play area, after going to the toilet, after coughing/sneezing/blowing your nose and before you eat food. If you don't feel well or you get sick its important you tell your parents, they will keep you at home until you feel better.

### 5. Managing Behaviour

In our service we want everyone to feel happy and safe. You can help us with this by helping us to make the rules, helping everyone get to know the rules and following them yourself. Hitting, pushing or hurting anyone is not allowed in our service so please don't do this. Bullying is totally unacceptable and is not allowed in Anchor. If anyone hurts you, please tell your teacher or anyone in a blue uniform. Shouting and being mean is not allowed so please don't do this and if anyone is mean to you please don't be mean back please tell your teacher. If you have had a bad day in school please tell your teacher, they can help and they will try to help you have a better day in afterschool. Don't keep things to yourself, it's better to talk.

### 6. Dropping Off and Collection Policy

We want children to be safe always, that is why we have a policy on who can collect each child and how they travel to us from their school. We will only have special staff wearing blue t-shirts collect you from school so always wait with your teacher in school until you see our Anchor staff in a blue t-shirt or a blue jacket, never go with anyone else. You can help us keep you safe by having your coat on and carrying your own school bag doing what our staff ask you to when you are dropped off and collected from school. Please walk beside our staff and hold hands or stay in your group. If you forget something in your school don't run off to get it as that would worry us and make us late back to afterschool. Please tell your afterschool teacher. You are important to us and to your parents so only certain people can collect you from afterschool, you must never leave the afterschool on your own.

### 7. Fire Safety

We care about the safety of all children and staff. That's why we have surprise fire drills when we pretend we have a fire and practise where to go to be safe. You can help us to do this safely by doing what your teacher tells you to and moving towards the fire exit in a group. It's important that everyone is safe so please never press the fire alarm button unless there is a real fire as this would upset the small children.

If you want to come to our afterschool, please read all of the special policies we wrote for you then sign your name and we can welcome you to Anchors Afterschool.

Childs Name: \_\_\_\_\_

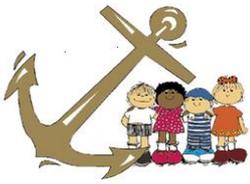
Parents Name: \_\_\_\_\_

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



# HEALTH & SAFETY

## POLICIES



# Safety Policy

**Anchor Childcare Centre CLG**  
**Racecourse Shopping Centre, Baldoyle, Dublin 13**  
**Tel: 01 8399025. Email: manager@anchorchildcare.ie**

It is the policy of Anchor Childcare Centre to comply with the terms of the Safety, Health and Welfare at Work Act 2005 and subsequent legislation and to provide and maintain a healthy and safe working environment. Anchor Childcare Centres health and safety objective is to minimise the number of instances of occupational accidents and illnesses and ultimately to achieve an accident-free workplace.

All employees will be provided with such equipment, information, training and supervision as is necessary to implement the policy and achieve the stated objective.

Anchor Childcare Centre recognises and accepts their duty to protect the health and safety of all visitors to the company, including contractors and temporary workers, as well as any members of the public who might be affected by our operations.

While Anchor Childcare Centre will do all that is within its powers to ensure the health and safety of its employees, and the children in its care. It is recognised that health and safety at work is the responsibility of each and every individual associated with the organisation. It is the duty of each employee to take reasonable care of their own and other people's welfare and to report any situation which may pose a threat to the well being of any other person.

Anchor Childcare Centre will provide every employee with the training necessary to carry out their tasks safely. However, if an employee is unsure how to perform a certain task or feels it would be dangerous to perform a specific job then it is the employee's duty to report this to their Manager. An effective health and safety programme requires continuous communication between workers at all levels. It is therefore every worker's responsibility to report immediately any situation, which could jeopardise the well being of themselves or any other person.

All injuries, however small, sustained by a person at work must be reported to the Manager or a Delegated Representative. Accident records are crucial to the effective monitoring and revision of the policy and must therefore be accurate and comprehensive.

Anchor Childcare Centres health and safety policy will be continually monitored and updated, particularly when changes in the scale and nature of our operations occur. The policy will be updated at least every 12 months.

The specific arrangements for the implementation of the policy and the personnel responsible are detailed within the company safety statement.

**Signed** ..... **Date** .....

**Dave Dennehy - Chairperson for the Board of Directors**

Anchor Childcare Centre CLG Safety Officers are as follows:

**Claire Yates** ..... **Date** .....

**Susan Berney** ..... **Date** .....

**Jean Melia:** ..... **Date** .....

## Nappy Changing & Toilet Time

### Policy

In the interest of Health and Safety and best practice, staff should be aware that there are cameras in place when this procedure is followed. The changing room has a viewing panel in the door, this panel must never be covered. For safety reasons only one child is to be changed at any time. Staff must adhere to ratios and arrange cover before leaving their room to change a nappy. During the Covid-19 Pandemic it is preferable for nappies to be changed by a staff member from the child's pod/group.

### Procedure

Step	Description
1.	Check room is available and ensure there is a clear, safe pathway to the changing area/toilet.
2.	Ensure that the window is open to allow for ventilation and viewing panel is not covered
3.	Ensure that all the child's requirements are at hand for the change
4.	Wear personal protective equipment when changing soiled nappies or cleaning up bodily fluids.
5.	Where appropriate encourage the child to use the steps up onto the changing counter
6.	Place the child on the changing mat and change the child using only nappies and creams supplied by parent
7.	Be gentle in approach and keep conversing and interacting with the child during this procedure
8.	Ensure you wipe the child clean from front to back
9.	Bag and place soiled nappy in soiled nappy bin provided and wet nappies in second bin provided
10.	Place used gloves in the soiled nappy bin and wash your child's hands thoroughly using antibacterial soap
11.	Perform the cleaning procedure
12.	Children are never to be left unsupervised in this area

### Cleaning Procedure

Step	Description
1.	Spray the changing mat and area using the approved sanitizer solution provided
2.	Wipe the changing mat using the paper towel
3.	Dispose of the paper towel in the bin provided.
4.	Wash your hands thoroughly using the antibacterial soap after the clean-up is complete.
5.	Ensure there is a clear and safe pathway to your room. Return to your designated room and record the nappy change where appropriate

### Toilet Time Policy

In the interest of Health and Safety and best practice, staff should be aware that there are cameras in place when this procedure is followed. Staff should be aware of safe practice and encourage the child to be independent and care for their own toileting needs and washing hands where age appropriate. Where there are a number of children in a group toilet training, they should be brought to the toilet regularly in groups to reinforce hygiene. Please note that the toilet area has a viewing panel, this panel must never be covered. Staff must adhere to ratios and arrange cover before leaving their room. In order to help manage pods staff should take children in small groups to supervise the bathroom or allowed one at a time out to the bathroom to minimise mixing of groups.

### Procedure

Step	Description
1.	Children are to be supervised at all times when brought into the toilet area. Staff should ensure there is a clear, safe pathway to the toilet.
2.	Wear personal protective equipment when handling soiled clothing or cleaning up bodily fluids.
3.	Older children need privacy and the viewing panel can be used discretely during supervision
4.	Empty potties down the toilet, rinse and disinfect using the approved sanitizer after each use.
5.	Please ensure children flush the toilet after use and wash their hands after using the toilet.
6.	Support staff and housekeeping staff may support childcare staff when toilet training small children, however, feedback to parents should always be given by the child's key worker

### Hygiene Procedure

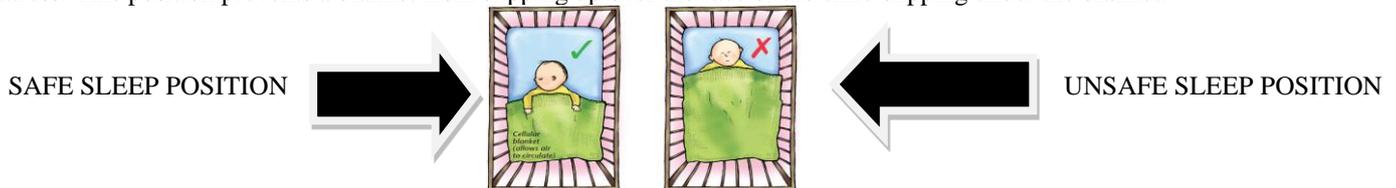
Step	Description
1.	Toilets and sinks are cleaned and disinfected when needed and at least twice daily
2.	Spot checks are made on the toilets regularly and are recorded
3.	Soap, paper towels and toilet roll supplies are checked regularly and replaced when necessary
4.	Bin is emptied a minimum of each evening and before full
5.	Floor is cleaned using the bathroom mop only
6.	Personal Protective wear should be used when cleaning the bathroom area

## Safe Sleep Policy

Daytime sleep has a huge impact on night-time sleep. Children need adequate sleep and well-napped children sleep better at night and are less likely to have accidents during the day. Sleep aids development and helps children concentrate, learn better and process what they learn. The centre sleep routine is built around the child's daily routine and their activities throughout the day. Anchor Childcare is Centre is a smoke-free environment. Staff encourage a minimum of 1 hours sleep and will avoid waking a child, however the sleep time is gently brought to an end after 2 hours. The cot room has a viewing panel; this panel must never be covered. Safe sleep practices reduce the risk of Sudden Infant Death Syndrome (SIDS) and the spread of communicable diseases. In order to maintain safe sleep practices, the following safe sleep procedure will be followed:

### Safe Sleep Procedure

1. In the interest of Health and Safety and Best Practice, staff will ensure children do not sleep in bouncers, every child has their own clean bed linen and there is one child per standard cot/mattress at any time. Cellular blankets are used for under 2's, refer to the colour coding list for blankets.
2. Ensure safe manual handling, bring the side of cots down when placing or removing children from cots.
3. Children should be supervised at all times. Ensure the visual monitor is switched on and where available the baby monitor is switched to the on position. If there are more than 6 children sleeping in the room, a staff member must stay in the room.
4. Ensure the room thermometer is in use and the room temperature is taken and recorded on the daily sleep record sheet a minimum of once before the children use the sleep room and once while they are asleep.
5. Place the child into the cot/mattress ensuring bibs, shoes, clips, any other choking hazards and heavy clothing have been removed.
6. Staff must remove any necklaces including amber necklaces at sleep time as they pose a risk.
7. Place the child in a safe sleep position. Babies should be placed to sleep on their backs as side sleeping is not as safe as back sleeping.
8. If a blanket is used for extra warmth, the child will be placed in the feet-foot position with the feet up against the foot of the cot with a thin blanket that reaches only as far as the child's chest. The blanket is placed under the infant's arms and tucked around the cot mattress. This position prevents a blanket from slipping up over the face or the child slipping under the blanket.



9. Never give food or a bottle to a child in a cot or allow a child to sleep more than two hours at a time.
10. Check a sleeping child every 10 minutes and **record** it. Always check on a crying child. Check the sleep **position** is safe and the head remains uncovered while a child sleeps. Check the child's skin **colour** is normal, and the chest is rising and falling as they are **breathing**.
11. Overheating is one of the risk factors for SIDS. To avoid overheating do not use travel cots, duvets, quilts or pillows and avoid excessive clothes blankets and bedding.
12. As far as practical, maintain a restful environment and keep room at a temperature between 16-20°C while children are sleeping.  
How to control the temperature in the sleep area:
  - Control temperature naturally as natural ventilation is best to control temperature, open the windows.
  - Use safe mechanical means such as a fan or heater to bring the room to a temperature of between 16-20°C. Note a heater should only be used before the children are put to sleep not while children are sleeping.
  - Check the radiator is off or at a safe adequate temperature to assist in maintaining the room temperature at 16-20°C.
  - Remove blankets from sleeping children.
  - Open the door to the sleep area to allow air to circulate between rooms.In the event of extreme weather conditions contact a safety officer for further support. The safety officer will risk assess the situation and if the temperature cannot be controlled make the decision to take further action such as;
  - Open the main room window wider while it is not used by children to allow more ventilation.
  - Use a portable air cooler.
  - Move cots or children to another area.

In the event of finding a baby or child who appears to be unresponsive a staff member should respond immediately and appropriately. Call reception to ring and ambulance and bring the AED and begin CPR as per training.

### Notes on communicating with parents

1. Where a parent requests a child to sleep with their own blanket it should be explained to them that it is the center policy to provide blankets in line with the center colour coding system.
2. During the settling in process a child may need a comforter to settle into their sleep. Where this is absolutely necessary for the well being of the child the parent should supply a comforter for exclusive use in the creche that is washable. The staff member should remove the comforter from the child once the child is asleep and place it at the end of the cot should the child wake up and need it. Once the settling in period has passed the comforter should be returned to the parent.
3. If a parent requests their child be put to sleep in a position other than on their back, the parent must provide a note from the child's doctor that explains how the child should be put to sleep and the medical reason for this position. This note will be kept in the child's file and all staff will be notified of the infant's prescribed sleep position.
4. As part of the daily routine small babies will have supervised "Tummy Time" to allow for the development of strong back and neck muscles and prevent the development of flat areas on the head.
5. Soothers may be used in the centre if they are offered at home. When used they will not be attached by a string or to the child's clothing. Soothers will not be reinserted if they fall out after a child is asleep.
6. If through observation, a key worker believes there is a risk of children climbing out of their cot they should record this and speak to the child's parent and arrange for the child to move to a mattress for their own safety.

## Head Lice

### Policy

**All children should be checked by their parents regularly for signs of headlice. Regular checking for head lice is the only effective method for ensuring the prevention of a head lice outbreak in the Centre.**

**For communicable disease prevention children with lice or nits may be sent home and may only return to the Centre when they are lice and nit free. Anchor Childcare Centre will endeavour to follow best practice guidelines as set out below:**

### Procedure

Step	Description
1.	It is important that children not be singled out for a head check in front of other children, even if the child has had repeated cases of head lice.
2.	An effective way to administer regular checks is during morning circle time or when the children first come into the classroom with their parents. In this case, if the child has lice or nits they can be sent home with their parent at that time.
3.	If a child comes to the centre with lice or nits in their scalp the parent or one of the persons on the emergency consent form will be called to come and take the child home as soon as possible.
4.	If live lice are found all members of the family should be treated (except children 2 years and under).
5.	Parents should be advised that all linens including pillows, stuffed animals, clothing and furniture must be washed and laundered following each head lice report.
6.	The Centre staff will inform other parents, verbally or in writing, in the event of an outbreak of headlice
7.	Confidentiality should be maintained

## Outings

### Policy

In the interest of Health, Safety and best practice, staff will ensure that ratios are maintained at one adult to five children for children of school-going age and at one adult to three children for all other age groups, and that there is always a minimum of two adults present on all outings. The non-smoking and use of bad language policies and all other centre policies apply on all school collections and outings from the Centre.

### Procedure

Step	Description
1.	Ensure the children are prepared and dressed appropriately for outdoors
2.	Ensure the children have the Centre fluorescent clothing
3.	Ensure there is adequate staff to cover ratios for outing
4.	Ensure you have access to a mobile phone and first aid kit
5.	Complete the outings form to record the venue, a mobile contact number, and names of children and staff leaving premises
6.	Use buggies where appropriate
7.	Ensure children have gone to the toilet or have been changed before leaving the Centre
8.	When leaving the building ensure children use the handrails
9.	Staff and children must use footpaths and pedestrian crossings when on outings and staff should advise children of road and Centre safety
10.	On arrival at outing location designate a play area for the children and check area removing any dangers before allowing children to play
11.	Children are to be supervised at all times
12.	Under no circumstance is a child to be allowed to go to the toilet or to be changed in an open or unsuitable area. Children are to be accompanied by staff to all toilet facilities outside the Centre
13.	On arrival back at the Centre ensure the outings form is completed recording time, names of children and staff returning safely to the centre.
14.	In the event of a missing child please follow the missing child procedure <ol style="list-style-type: none"><li>1. Check assigned children to identify the missing child</li><li>2. Check the immediate area for the missing child</li><li>3. Ring the centre to seek additional staff to return children to the centre</li><li>4. Contact the Gardai to inform of the situation</li><li>5. Contact the parents of the child to inform of the situation</li></ol>

## **NUTRITION POLICY**

It is the Policy of the Centre to endeavour to provide for the dietary needs of all children attending our service. Anchor childcare centre operates a HACCP (Hazard Analysis Critical Control Points) safe system of food and believes that good health and good food in the early years helps to safeguard children's well-being. It is important that children develop healthy eating habits from a young age for both the pleasure of having a wide variety in their diets and gaining knowledge about nutrition. Meal times are treated as an opportunity for social interaction as well as laying the foundations about making healthy choices. Staff receive training in relation to healthy eating and food safety.

### **MENU PLANNING**

Anchor Childcare operates to a three-week rotating menu, developed in line with nutritional guidelines and with the input of parents, staff and children. A daily menu is displayed for parents each day and ingredients and allergen information are listed for parents. Parents will be informed immediately if their child's eating habit varies from their normal eating pattern. Anchor Childcare may change the daily menu without notice due to spoilage, supplier issues or staffing demands. Meals may be substituted to a dish from another day on our approved three-week menu.

### **FOOD PREPARATION & SERVING**

- All food served in the Centre is stored, prepared and served using good food safety practices.
- No sugar or salt is added to children's meals.
- The Centre will provide snacks and meals for all children attending the centre.
- Potable drinking water will be available at all times.
- Parents of babies will be required to bring in pre-prepared formula milk as required until a baby is able to eat from the Centre menu. Staff will not make up formula feeds.
- Mothers will be supported to continue breastfeeding their children.
- Fizzy drinks and fruit squash will not be provided.
- Withholding food will not be used as a form of punishment.

### **MEALTIMES IN THE SERVICE**

- Staff encourage self-feeding. Self-feeding provides a fun and easy way for a child to explore different sensory experiences and is a great opportunity for the child to play with and feel crumbly, rough, wet, squishy, spongy, and slippery textures. Foods also provide different sounds, smells, and tastes. Self-feeding can be messy, but being allowed to be messy will help a child gain confidence, become comfortable with different textures, and develop strength and coordination in the hands and fingers. In addition, using forks, spoons, and cups are some of the earliest opportunities for a child to learn how to use tools. Learning to use tools is important as the child grows and starts to draw with crayons, write with pencils, and cut with scissors. A child who is practicing and learning self-feeding skills is also improving strength in their back, arms, and hands, co-ordinating both arms and hands together and hand-eye coordination
- Our service recognises that the provision of a healthy environment as well as adequate nutrition is essential to the well being of children in our care. Our staff understand that they have a duty to feed children responsibly, offering nutritionally good food and discouraging potentially harmful food. We also recognise the need for a relaxed emotional state that will aid digestion and the importance of allowing children to eat together to provide the opportunity to socialise and learn.
- Children will sit when eating or having a drink. Staff sit with children at mealtimes to socialise, encourage good eating habits and observe children's intake of food. Infants will be held upright while bottle feeding. No bottles will be propped.
- Where developmentally appropriate, children participate in activities which encourage knowledge of hygiene and health issues, basic nutrition, food preparation, various tastes and textures, and the food traditions of a variety of cultures. Children are encouraged to wash their hands before mealtimes, after outdoor play and after toileting and messy activities.
- Children will be encouraged to play outside every day, weather permitting, to ensure they receive sunlight which helps their bodies to make vitamin D.
- Staff will encourage children to taste all foods and will discourage faddy eating.
- Foods and textures will be introduced gradually to ensure children develop their palate and receive a balanced diet.
- Staff will work in partnership with parents to encourage healthy eating and ensure children receive a balanced diet with no foods eliminated or restricted unless for religious or medical reasons.

### **FOOD FROM HOME**

**In order to minimise risk in our service parents are asked not to bring in any food from home as our service provides all meals and snacks.** On special days such as birthdays, Easter and Christmas parents are asked not to bring in cakes, sweets or gifts for individual children. Under no circumstances are chewing gum, sweets, crisps etc. allowed into the rooms or given to the children in our care. Staff in the centre will use special days to plan age appropriate activities and learning experiences. Staff will plan baking activities with the children ensuring any special dietary requirements remain uncompromised. Ice-cream, fruit and rice crispy buns may be given to children to help mark special occasions.

## MANAGING ALLERGIES

An allergy is where the body has an exaggerated response to a substance e.g. food. For children with an allergic condition this service requires guardians to provide written advice from a qualified medical practitioner i.e. child's GP, explaining the condition, defining the allergy triggers, detailing any required medication or first aid response to the allergic reaction. The top allergens & how we manage them are:

Allergen	How the service manages risk	How parents manage risk
Eggs	Where this is used as an ingredient it is listed on our menu in reception.	Parent defines the allergy and details any required medication or first aid response to the allergic reaction. Parents are not permitted to bring food into the service other than pre prepared bottles of formula
Milk	Where this is used as an ingredient it is listed on our menu in reception.	Parent defines the allergy and details any required medication or first aid response to the allergic reaction. Parents are not permitted to bring food into the service other than pre prepared bottles of formula
Fish	Where this is used as an ingredient it is listed on our menu in reception.	Parent defines the allergy and details any required medication or first aid response to the allergic reaction. Parents are not permitted to bring food into the service other than pre prepared bottles of formula
Mustard	Where this is used as an ingredient it is listed on our menu in reception.	Parent defines the allergy and details any required medication or first aid response to the allergic reaction. Parents are not permitted to bring food into the service other than pre prepared bottles of formula
Soya	Where this is used as an ingredient it is listed on our menu in reception.	Parent defines the allergy and details any required medication or first aid response to the allergic reaction. Parents are not permitted to bring food into the service other than pre prepared bottles of formula
Sesame seeds	Where this is used as an ingredient it is listed on our menu in reception.	Parent defines the allergy and details any required medication or first aid response to the allergic reaction. Parents are not permitted to bring food into the service other than pre prepared bottles of formula
Cereals containing gluten	Where this is used as an ingredient it is listed on our menu in reception.	Parent defines the allergy and details any required medication or first aid response to the allergic reaction. Parents are not permitted to bring food into the service other than pre prepared bottles of formula
Celery	Where this is used as an ingredient it is listed on our menu in reception.	Parent defines the allergy and details any required medication or first aid response to the allergic reaction. Parents are not permitted to bring food into the service other than pre prepared bottles of formula
Lupin	Where this is used as an ingredient it is listed on our menu in reception.	Parent defines the allergy and details any required medication or first aid response to the allergic reaction. Parents are not permitted to bring food into the service other than pre prepared bottles of formula
Sulphur Dioxide	Where this is used as an ingredient it is listed on our menu in reception.	Parent defines the allergy and details any required medication or first aid response to the allergic reaction. Parents are not permitted to bring food into the service other than pre prepared bottles of formula
Nuts	Where this is used as an ingredient it is listed on our menu in reception.	Parent defines the allergy and details any required medication or first aid response to the allergic reaction. Parents are not permitted to bring food into the service other than pre prepared bottles of formula
Molluscs	Not used as an ingredient in our service	Parent defines the allergy and details any required medication or first aid response to the allergic reaction. Parents are not permitted to bring food into the service other than pre prepared bottles of formula
Peanuts	Not used as a food ingredient in our service and banned from the centre	Parent defines the allergy and details any required medication or first aid response to the allergic reaction. Parents are not permitted to bring food into the service other than pre prepared bottles of formula
Crustaceans	Not used as an ingredient in our service	Parent defines the allergy and details any required medication or first aid response to the allergic reaction. Parents are not permitted to bring food into the service other than pre prepared bottles of formula
Natural latex rubber	We use latex free gloves	Parent defines the allergy and details any required medication or first aid response to the allergic reaction.
Wasp or bee stings	Staff are trained in first aid	Parent defines the allergy and details any required medication or first aid response to the allergic reaction.
Penicillin and other drugs	Staff only administer medication on parent's instruction. Children receive first 48 hours dosage at home	Parents should monitor their child and inform centre staff in writing of any allergic reaction so its documented

## **BREASTFEEDING POLICY**

Anchor Childcare recognises the importance of breastfeeding for both mother and baby and provides facilities and support necessary to enable mothers returning to the workplace to breastfeed so balancing breastfeeding and work. We expect all employees and parents using our service to assist in providing a positive atmosphere of support for breastfeeding.

### **Facilities**

- Breastfeeding mothers of babies registered and attending our service are welcomed in our Nursery which has a comfortable chair, refrigerator and hand washing facilities.
- Bearing in mind we can be busy at times and mothers and babies may need quiet time we also provide a comfortable chair in the sleep area of our Waddler room which is more private. This room may be used by employees on a breastfeeding break or breast feeding mothers of children registered and attending our service between 10.00am to 11.00am and 3.00pm to 5.00pm. The Waddler room also contains a comfortable chair, refrigerator and hand washing facilities.
- Parents and employees must apply centre procedures and no mobile phones or media devices may be used. If parents/employees wish to express and store milk they must provide their own personal pumps and bottles and ensure bottles are labelled correctly in the relevant refrigerator.

### **Breastfeeding breaks for Employees**

Paid breastfeeding breaks are for employees who have given birth in the past six months/26 weeks. These paid breaks are based on a total of 60 minutes per 8 hour working day and pro rata for part time workers and can be broken into 2 x 30 minute breaks or 3 x 20 minute breaks.

- Employees considering breastfeeding once they return to work must notify the manager in writing one month before returning to work.
- Breastfeeding breaks may be used to breastfeed your baby in the service or to express milk.
- Breastfeeding breaks may be taken to leave the service and breastfeed at another location if the child is not attending the service.
- The timing of the breaks must be agreed in advance by the mother and the team leader/manager.
- We will continue to support breastfeeding employees who wish to continue breastfeeding after their baby is six months until the child is 1 year old. Anchor Childcare Centre will endeavour to be flexible in this regard, and allow lunch breaks to be taken to coincide with feeding times. Any time off from work once the baby is six months will be unpaid. Anchor Childcare will consider that breast feeding breaks will stop once a baby is 12 months.

### **Information**

All staff will be made aware of this policy so all women who are going on maternity leave will be provided with information on how they can combine breastfeeding and work.

All parents will be made aware of this policy as it will be provided to them on registration in their parents pack.

# INFECTION CONTROL CLEANING SCHEDULES & HANDWASHING POLICY

We want to provide quality safe environment for children to play and learn and for staff to perform their duties safely and we will follow the guidance of the HPSC in relation to infection control. The potential for the spread of infection exists where people congregate and in order to safely control and minimise the risk of the spread of infection, persons who display symptoms of an infectious illness will be excluded from the centre for the period outlined in the policy or until a doctor has certified the symptoms are not associated with infection and they are no longer a threat to the health of others in the Centre. We recognise that not all illnesses are infectious for example ear infections may be caused by germs but are not passed from child to child so this is an illness not an infectious illness. However, any infection can make a child very unwell so parents should make alternative childcare arrangements for their child when they are unwell. Children are resilient and may be affected by illness and infection differently and in most cases the child will recover quickly and be fit to partake in centre activities. However, if a child is unwell and needs 'one to one' attention parents are advised to keep the child at home. If parents are unsure whether a child should attend the crèche, they should consult their doctor for advice. Fresh air and exercise significantly enhance the health and growth of a child and our service will maximise outdoor play as part of the daily routine. Parents, who feel their child is too ill to participate in outdoor activities, will be advised by staff to keep their child at home an extra day to ensure a complete recovery. The Health and Safety Officer reserves the right to exclude a child from the centre when they are ill and in order to prevent the spread of infection will review all doctors' notes provided by parents. This policy is provided for parents on registration and to staff when they commence employment with our service. Copies of policies are also available in rooms.

**Immunisation:** On enrolment, parents/guardians are asked for their child's immunisation record. Parents/guardians of children who are **not** immunised are made aware of the dangers of infectious diseases. Parents are encouraged to keep up to date with HSE requirements and to keep the service informed and update the child's record as required. Parents/ guardians are not required to have their children immunised to gain admission to the service but where a child's immunisation record is not up-to-date parents/guardians are encouraged to have their child vaccinated. In line with public health advice if a child is not immunised, parents/guardians may be advised that their children will be excluded from the service during outbreaks of some vaccine preventable diseases such as Measles, Whooping Cough etc., even if their child is well. This is to protect their non-immunised child. Some reasons why a child may not be immunised: The child's young age, Medical contra-indications, Conscientious or religious objection, Natural immunity, the appropriate vaccine is currently unavailable. The service will follow the public health advice on exclusion in the event of any outbreak.

**Cleaning schedules and hand washing** form a large part of our infection control measures to minimise risk. Our cleaning schedule is detailed below and is reviewed regularly in line with public health advice and the needs of the centre.

**In the interest of Health, Safety and best practice, copies of this policy are made available through the following:**

Parents are given a copy of this policy on registration and staff are given a copy of this policy during induction.

The policy is displayed on the Health and safety notice board for easy reference. A copy of this policy is available in each childcare room.

**Staff are not medically trained to diagnose and if a child becomes unwell while in the care of centre staff they will advise parents to seek medical advice and where necessary, apply the exclusion periods outlined in this policy and follow the exclusion procedure in order to minimise the spread of infection.**

## **Procedure**

1. If a parent knows/suspects their child is unwell they should exclude the child, consult the exclusion policy or their doctor and email the service to inform the service that the child is unwell and will not be attending.
2. If a child becomes unwell while in the centre, staff monitor their symptoms and will consult and follow the exclusion policy.
3. If a child needs to be excluded, staff will contact the child's emergency contact on the collection list to inform them the child is unwell and/or showing symptoms of an infectious illness and may need to see a doctor.
4. Parents of children who have been excluded from the centre due to a suspected infectious illness must follow the exclusion period in the policy or provide a doctor's note stating clearly that symptoms are not associated with infection and the child is not a threat to the health of others in the Centre.
5. In the absence of a doctor's note the Health and Safety Officer will enforce the Exclusion Period outlined in the Exclusion Policy in order to minimise the spread of infections in the centre.
6. When an infectious illness is confirmed, a report is filed on the child's file, and an information notice is displayed on the Health and Safety notice board and on the door of the child's room for a minimum period of two weeks. A textparent is sent to notify parents.
7. All exclusions by our service are recorded on the child's file.

**Notifiable Diseases** must be confirmed in writing by a doctor. As required by the Childcare Act 1991 (Early Years Services) Regulations 2016 Anchor Childcare will notify Tusla the child and family agency in writing within 3 working days of becoming aware of any of the following:

- Should we be contacted by the Department of Public health & medicine to inform us a staff member or child attending the service has been diagnosed with an infectious disease within the meaning of the Infectious Diseases Regulations 1981.
- An incident that occurs in the service and that results in the service being closed for any length of time.
- A serious injury to a pre-school child while attending the service that requires immediate medical treatment by a registered medical practitioner whether in hospital or otherwise.
- Notification of incidents form [www.tusla.ie/services/preschool-services/notification-of-incidents-form](http://www.tusla.ie/services/preschool-services/notification-of-incidents-form)
- Covid-19 is listed as a notifiable illness and will be recorded accordingly.

## EXCLUSION PERIODS TO CONTROL INFECTION

Disease/Illness	Minimal Exclusion Period from the centre
Prescribed Antibiotics	As children are only prescribed antibiotics when ill the centre doctor advises that a child should be excluded for 2 days, ie: 48hrs from commencement of antibiotic treatment in order to minimise the risk of infection and to monitor for allergic reactions. Children on long-term prevention are not excluded provided there is no threat to the health of others in Centre.
Temperature Normal Temp 37°C	Parents should be advised that a raised temperature can be a symptom of Covid-19 and they must actively work with staff to minimise risk. If excluded with a temperature of 38°C or higher a child must not return to the centre until a note from their doctor confirming the child is infection/virus free or their temperature has returned to normal for 48 hours <u>without the use of temperature reducing medication.</u>
Vomiting and/or Diarrhoea	Normally- A parent is contacted if their child suffers from vomiting/diarrhoea twice in children under 2yrs and three times in children over 2yrs. In order to prevent the spread of infection a child must be kept at home for 48 hours <b>after</b> symptoms stop or until a note from a doctor is provided stating the child is free from infection and no threat to the health of others in the Centre. <b>Parents should be advised that as diarrhoea is a symptom of Covid-19 in children, staff will consider the wellness of the child and risk asses on a case by case basis and may contact a parent to collect their child after one incidence.</b>
Gastroenteritis, food poisoning, salmonellosis	48 hours after first normal stool or until a note from a doctor is provided stating the child is free from infection and no threat to the health of others in the Centre.
Bacterial, Viral & Fungal Infections	Only a doctor can diagnose a fungal, bacterial or viral infection. A note from the doctor describing the condition and when it is okay for the child to return must be furnished before a child is readmitted
Colds	In most cases the child will be fit to partake in centre activities. However, if a child is unwell and needs 'one to one' attention parents are advised to keep the child at home
Flu	Children with influenza should remain home for 7 days from when their symptoms began. Children should not re-enter the childcare facility until they are symptom free and their temperature has returned to normal for 48 hours or until a note from a doctor is provided stating the child is free from infection and there is no threat to the health of others in the Centre
Scarlet fever, tonsillitis and streptococcal	48hrs after appropriate medical treatment has been given or until a note from a doctor is provided stating the child is free from infection and no threat to the health of others in the Centre.
Respiratory Symptoms- fever, runny nose, sore throat, cough, croup, wheezing	In the event that children appear to have breathing difficulties parents will be contacted and requested to seek professional medical advice. Children should not re-enter the childcare facility until they are symptom free and their temperature has returned to normal for 48 hours <u>without the use of temperature reducing medication</u> or until a note from a doctor is provided stating the child is free from infection and no threat to the health of others in the Centre
Skin Rash	Staff are not medically qualified to diagnose, therefore all skin rashes which occur will be treated as suspicious, parents will be contacted and requested to seek professional medical advice.
Chickenpox	Child should be excluded until <b>all</b> spots have dried and at least 7 days from appearance of rash or until a note from a doctor is provided stating the child is free from infection and no threat to the health of others in the Centre.
Shingles	Those whose lesions which cannot be covered should be excluded until all scabs have dried.
Mumps	7 days from onset of illness and when all swelling has subsided or until a note from a doctor is provided stating the child is free from infection and no threat to the health of others in the Centre.
Pediculosis (lice)	Long hair should be tied back to minimise risk. In order to prevent the spread of infection it is important the child receive appropriate treatment. However, once treated there is seldom need for exclusion
Thrush	In order to prevent the spread of infection it is important the child receive appropriate treatment. However, once treated there is no need for exclusion
Mouth ulcers/ Cold sores	In order to prevent the spread of infection it is important the child receive appropriate treatment. However, once treated there is seldom need for exclusion
Impetigo	Child should be excluded until skin has healed and at least 24hrs from the commencement of antibiotic treatment or until a note from a doctor is provided stating the child is free from infection and no threat to the health of others in the Centre.
Planter warts	No exclusion provided appropriate treatment has been given and warts are covered
Bacterial / Viral Conjunctivitis	Only a doctor can diagnose bacterial or viral conjunctivitis so parents are asked to seek professional medical advice. A doctors note stating diagnosis and recommended exclusion must be furnished to the centre staff before a child is readmitted.
Ringworm	In order to prevent the spread of infection it is important the child receive appropriate treatment. However, once treated there is no need for exclusion
Worms in stools	In order to prevent the spread of infection it is important the child receive appropriate treatment. However, once treated there is no exclusion
Scabies	In order to prevent the spread of infection it is important the child receive appropriate treatment. However, once treated there is no need for exclusion
Slapped Cheek Syndrome	A note from the doctor describing the condition and when it is okay for the child to return must be furnished to the centre staff before a child is readmitted. Pregnant women who have been in contact with slapped cheek syndrome should contact their medical practitioner for advice.
Hand, Foot & Mouth	Child should be excluded until <b>all</b> blisters have dried or until a note from a doctor is provided stating the child is free from infection and no threat to the health of others in the Centre.

### NOTIFIABLE ILLNESS

Covid-19	Children with Covid-19 should remain home for 7 days from when their symptoms began. Children should not re-enter the childcare facility until they are symptom free and their temperature has returned to normal for 48 hours <u>without the use of temperature reducing medication</u> or until a note from a doctor is provided stating the child is free from infection and there is no threat to the health of others in the Centre
Poliomyelitis	Very specific exclusion criteria apply and will be advised by the Department of Health.
Meningococcal infection	Until recovered from the illness or until a note from a doctor is provided stating the child is free from infection and no threat to the health of others in the Centre.
Food poisoning (other than salmonella)	48 hours after first normal stool or until a note from a doctor is provided stating the child is free from infection and no threat to the health of others in the Centre.
Gastroenteritis	48 hours after first normal stool or until a note from a doctor is provided stating the child is free from infection and no threat to the health of others in the Centre.
Measles	7 days from appearance of the rash or until a note from a doctor is provided stating the child is free from infection and no threat to the health of others in the Centre.
Rubella (German measles)	4 -7days from appearance of the rash or until a note from a doctor is provided stating the child is free from infection and no threat to the health of others in the Centre.
Tetanus	Children with the illness will be too ill to attend until a note from a doctor is provided stating the child is free from infection.
Tuberculosis	Exclusion depend on the particulars of each case. The Department of Health will advise on individual cases.
Typhoid & Paratyphoid fever	Very specific exclusion criteria apply and will be advised by the Department of Health.
Infective hepatitis	7 days from onset of jaundice or until a note from a doctor is provided stating the child is free from infection and no threat to the health of others in the Centre.
Pertussis (Whooping cough)	Excluded until child has received 5 days of antibiotic treatment or 21 days from the onset of illness if no antibiotic is given.

## Centre Cleaning Policy

In the interest of Best Practice Health and Hygiene and to minimise the risk of infection and cross contamination in our service our safety officers review and approve cleaning agents. We use a sanitiser which is a product that combines a detergent and a disinfectant and is therefore used to remove dirt, dissolve grease and reduce bacteria to a safer level. The environment is cleaned using colour coded cleaning cloths and mops and the approved sanitiser or detergent followed or combined with a chlorine-based product such as sodium hypochlorite (household bleach) if necessary. Chlorine based products are available in different formats including wipes. If you are not familiar with chlorine-based disinfectants, then please refer to the HPSC Management of Infectious Diseases in Schools available at <https://www.hpsc.ie/az/lifestages/schoolhealth/>. Chlorine based products are strong and are not used while the children are in the room.

### Tasks in Place

Step	Description of Task	Cleaning Agent	Schedule/Frequency	Responsibility
5.	Hoover/sweep/mop rooms at end of day	Hoover/brush Approved sanitiser floor maintainer/ pads	At least Daily	Housekeeping/childcare Staff
6.	Clean sleeping mats and cots including frames	Approved sanitiser or detergent	When visibly soiled At least Weekly	Housekeeping/childcare Staff
7.	Ensure bins in each room are emptied daily before full and contain a bin liner	N/A	Before full At least Daily	Housekeeping Staff
8.	Children's rooms and toys cleaned by wiping or in dishwasher/washing machine where appropriate	Approved sanitiser or detergent	When visibly soiled At least Weekly	Childcare staff Housekeeping Staff All staff vigilant
9.	Offices, toilets, kitchens, staff room, communal areas cleaned	Approved sanitiser Household bleach	When visibly dirty Twice per day	Housekeeping Staff All staff vigilant
10.	Bins are washed out	Approved sanitiser	Weekly	Housekeeping Staff
11.	Hoover offices, stairs, entrance hall daily	Hoover	Weekly	Housekeeping Staff
12.	Wash radiators, pipe covers, skirting, worktops, viewing panels & window ledges in all areas	Approved sanitiser W5 window cleaner	At least Weekly	Housekeeping Staff All staff vigilant
13.	Clean door handles, tables and contact points such as lids of bins regularly	Approved Sanitiser	At least Twice Daily	Housekeeping Staff All staff vigilant
14.	Clean all doors and door frames	Approved sanitiser	Daily	Housekeeping Staff
15.	Ensure toilets are cleaned a minimum of twice daily and maintained signing the toilet checklist	Approved sanitiser	When visibly soiled At least Twice Daily	Housekeeping Staff
16.	Ensure all toilets & rooms have an adequate supply of toilet rolls, hand paper towels, liquid soap.	N/A	Daily	Housekeeping Staff
17.	Ensure blue bins are out for collection before full	N/A	Weekly	Housekeeping Staff
18.	Ensure green bins are out for collection before full	N/A	Weekly	Housekeeping Staff
19.	Ensure brown bins are out for collection before full	N/A	Weekly	Housekeeping Staff
20.	Ensure the outside play area toys are cleaned and the areas is kept clean and safe	Approved sanitiser	When visibly soiled At least Weekly	Housekeeping Staff All staff vigilant
21.	Monitor entrance to Centre disposing of all litter and potential hazards	N/A	Daily	Housekeeping Staff All staff vigilant
22.	Clean and disinfect the ball pool and indoor play area equipment	Approved sanitiser	At least Monthly	Housekeeping Staff
23.	Spray balls from ball pool and place in net bag, take to outdoor area and rinse well with hot water.	Approved sanitiser	At least Monthly	Housekeeping Staff
24.	All chairs in the centre cleaned	Approved sanitiser	At least Daily	Housekeeping staff Childcare Staff

### During an outbreak of a communicable illness the following additional tasks are completed

Step	Description of Task	Procedure/schedule	Responsibility
1.	Text sent to parents advising of outbreak	Exclusion policy	Reception staff
2.	Notice displayed for parents and advising exclusion criteria	Exclusion policy	Reception staff
3.	Communicable illness form completed Original on child's file Copy on Health & Safety file	Exclusion policy	Reception staff
4.	Suspend use of Soft toys, Ball pool, sand, and water play Cooking activities, Playdough activities	Cleaning	Childcare staff supported by housekeeping and all cover staff
5.	All surfaces in affected room cleaned and disinfected	Approved Sanitiser	Childcare staff supported by housekeeping and all cover staff
6.	All equipment in affected room cleaned and disinfected	Approved Sanitiser	Childcare staff supported by housekeeping and all cover staff
7.	Restrict Visitors	Verbal/ Door Notice	Health & Safety Officer/Administrator
8.	Inform public health of outbreak if necessary		Health & Safety Officer

### Please note

- When spraying any chemical, spray on the cloth not the surface and do not use bleach when children are in the area
- Use correct colour coding for the area
- When using noisy equipment or equipment with flex be vigilant and exercise caution with regard to children

## Individual Room & Equipment/Toy Cleaning

### Policy

HPSC Management of Infectious Diseases in Schools. We have a cleaning regime in place for the service and equipment is also cleaned when visibly soiled. Cleaning during the day should take place whenever there is a break in action – in the middle of the day, while the children are eating or napping or at the end of the day once all the children have gone home. In the interest of Best Practice Health and Hygiene and to minimise the risk of infection and cross contamination in our service the following tasks are completed at the following frequencies.

### Tasks in Place

Step	Description of Task	Procedure	Schedule	Responsibility
1.	Purchasing of toys that are easy to clean and disinfect	Budget approval Capital Requisition	Annually	Centre Manager
2.	Purchasing of soft/cloth toys which are machine washable	Budget approval Capital Requisition	Annually	Centre Manager
3.	Team Training in prevention of infection	Training Plan Budget approval	Every 2 years During outbreaks	Centre Manager
4.	Check play equipment regularly for damage. Discard broken equipment	Centre staff check all toys on a daily basis	Daily	Childcare Staff
5.	Draft & review cleaning schedule	Review of procedures	Annually/ when risk is identified	Centre Manager Safety Officers
6.	All toys cleaned using a brush if necessary, to remove dirt	Dishwasher 3-minute cycle Using approved sanitiser disinfectant, Leave to air dry	As necessary At least Weekly	Childcare staff
7.	All shelves cleaned	Wipe with correct colour cloth Using approved sanitizer disinfectant. Leave to air dry	Max Weekly	Childcare staff
8.	Clean and disinfect sink and fridge area	Approved sanitiser	When dirty Daily	Childcare staff
9.	Touch points Children's rooms, offices, kitchens and communal areas	Approved sanitiser	Twice Daily	Housekeeping Staff All staff vigilant
10.	Sweep all classrooms	Brush	Max Daily	Childcare Staff
11.	Mouthed toys sterilised	Sterilised	After each use	Childcare Staff
12.	Soft toys cleaned	Washing machine 65°C or above	Max Weekly	Coast Cleaners
13.	Bed linen Cleaned	Washing machine 65°C or above	When visibly soiled Max Weekly	Coast cleaners
14.	Cloths	Washing machine 65°C or above	Daily	Housekeeping
15.	Bibs	Washing machine 65°C or above	Daily	Housekeeping
16.	Soiled clothes	All soiled clothes are bagged and sent home to parents for cleaning	Daily	Childcare Staff

### During an outbreak of a communicable illness the following additional tasks are completed

Step	Description of Task	Procedure/schedule	Responsibility
1.	Text sent to parents advising of outbreak	Exclusion policy	Reception staff
2.	Notice displayed informing parents and advising exclusion criteria	Refer to exclusion policy	Reception staff
3.	Communicable illness form completed	Original on child's file Copy on Health & Safety file	Reception staff
4.	Suspend use of the following activities: Soft toys, Ball pool, sand and water play, Cooking activities, Playdough		Childcare staff supported by housekeeping and all cover staff
5.	All surfaces in affected room cleaned and disinfected	Approved sanitiser	Childcare staff supported by housekeeping and all cover staff
6.	All equipment in affected room cleaned and disinfected	Approved sanitiser	Childcare staff supported by housekeeping and all cover staff
7.	Restrict Visitors		Health & Safety Officer supported by all staff
8.	Inform public health of outbreak if necessary		Health & Safety Officer

**When spraying any chemical, spray on the cloth not the surface**

**Use correct colour coding for the area**

**Wear apron & gloves when cleaning, when finished wash gloves while still on you and wash hands after removal**

**Do not use bleach when children are in the area**

**When using noisy equipment or equipment with flex be vigilant, exercise caution with regard to children**

**If you are not sure what to use refer to the displayed list of approved products in the laundry area**

## Hygiene Practices & Handwashing Procedures

Staff should avoid touching their face, especially their eyes nose and mouth. Respiratory viruses can be washed off surfaces and need access to these body sites in order to transmit infection.

Respiratory Viruses are spread mainly through tiny droplets scattered from the nose and mouth of an infected person. The droplets can be scattered when the infected person coughs, sneezes, talks or laughs. In order to infect you it has to get from an infected person into your eyes, nose or mouth.

Staff must be mindful of runny noses and eyes and deal with both immediately.

- Children's temperatures will be checked if a child seems any way off form, unwell or displays symptoms of an infectious illness.
- Infection control is important, be aware of the exclusion policy.
- Handwashing is the single most effective way to prevent the spread of infections, including respiratory illnesses. Both employees and children should wash their hands at regular intervals throughout the day
- Our Handwashing Policy must be **strictly** adhered to by **all** employees at all times.

**Employees** should wash their hands;

- Upon entry to the premises and prior to entry to any of the care rooms.
- Before and after eating, smoking, handling/preparing food snacks or drinks or assisting/feeding a child.
- After using the toilet or helping a child to use the toilet, nappy changing/handling potties
- After, handling secretions e.g. from a child's nose, mouth, from sores or cuts.
- After cleaning up vomit or faeces
- After cleaning tasks, handling or dealing with waste
- Removing disposable gloves and/or aprons
- After handling pets/pet litter, animals/cages/animal soil etc.
- After using public transport
- Moving from one room to another or from outside to inside areas
- Before and after having physical contact with a child from another group other than their own
- Whenever hands are visibly dirty
- After their shift ends

**Children** should wash hands:

- Upon arrival to their designated room & before they leave the service
- Before and after eating & drinking
- After toileting
- After using tissues, wiping noses or sneezing
- After playing outside or handling items outside e.g. sand, toys, water
- Whenever hands are visibly dirty
- After direct contact with animals
- After coughing into their hands if practice occurs

### HOW TO WASH HANDS

- Handwashing should be performed as follows and should take a **minimum of 20 seconds** to complete.
- Wet hands under warm running water to wrist level.
- Apply liquid soap and lather it evenly covering all areas of the hands for at least 20 seconds. Include thumbs, fingertips, palms and in between fingers, rubbing backwards and forwards at every stroke.
- Rinse hands off thoroughly under warm running water. Dry with paper towel using a patting motion to reduce friction, taking special care between the fingers. Use the disposable paper towel that has been used to dry hands to turn off taps.
- Children should learn and sing the handwashing song while washing hands to re-enforce handwashing routine.
- Dispose of the disposable paper towel in a waste bin

### Cough Etiquette

- Cough and respiratory etiquette must be observed by all employees.
- Children should be taught and encouraged to observe cough etiquette, and this should be reinforced through daily interactions and brought into the daily routine where age appropriate.
- Cover mouth and nose with a clean tissue when you cough or sneeze, or cough/sneeze into the bend of your elbow.
- Dispose of the used tissue and wash your hands following the hand washing procedure.

## Multi Media Policies

In the interest of Best Practice, Safety and ensuring a child focused environment in Anchor Childcare Centre the following policies in relation to multi media will apply:

### Mobile Phones

- In order to maintain a sense of calm staff, parents and visitors should ensure their mobile phone is switched off before they go through the main security doors into the childcare area of the Centre.
- Staff are not permitted to use their mobile phones during working hours; personal mobile phones are to be left with staff personal property in staff lockers, phones should not be left in the staff room.
- The manager or their designated person may authorise use of personal mobile phones on school collections or outings during working hours. Staff may not take photos of children on their personal phones or media devices.
- Children are not permitted to bring mobile phones or media devices into the centre.

### Photographic & Media Devices

- An authorised Centre Camera is available for taking special occasion photographs. This Camera is kept in reception and returned to reception when ready for processing.
- Unauthorised Photographic or media devices are not allowed inside the Centre at any time. This includes devices such as personal radios, CD players, ipods, mp3 players, handheld games, laptops, etc.
- All processed photographs to be viewed by a team leader before circulation.
- All photographs of the children must be kept in the Centre and never be taken from the Centre premises without permission.
- Children are not permitted to bring in their own media devices from home.
- Portable compact disk players and a choice of CD's with various types of music are provided in the children's rooms. Usage is monitored by staff and material has been previewed by staff and deemed developmentally appropriate.
- Computers and computer games are provided for the children's use. Usage is monitored by staff and material has been previewed by staff and deemed developmentally appropriate.
- Children's computers do not have internet access.

### Television Policy

Use of television/DVD is limited to weekly, special circumstances and learning activities that require the use of developmentally appropriate material. We only purchase material suitable for all ages so children should not bring in DVD's, Toys or equipment from home. Television activities are planned and alternative activities are available for children who do not wish to partake.

### Photographic Images

At Anchor Childcare centre we use photographic images to record children's progress and development during their time in the service. We also use images for publicity and promotion. This policy details procedures we have in place to safeguard children.

### Purpose of photographs/ At Anchor Childcare photographs are typically used for the following purposes:

- The daily routine is displayed for children in photographic form and displays show children as they partake in activities
- For identity and belonging to show children where personal items are stored and personal records of achievement
- We may use images for media such as our newsletter or advertising. In such circumstances we obtain written permission from parents. If a photographer visits our service parents are notified and the photographer is supervised at all times
- Students on work placement from college may need to document evidence of learning. In such circumstances we obtain written permission from parents

### Parents/Guardians may be invited to take photographs at special events such as the graduation or Christmas concert. In such cases the manager or their designated person will invite parents in writing and the following guidelines are followed

- Parents may only take photos of their own child. Group photos should only be taken where they include their own child
- Be courteous and don't let your enthusiasm for a photograph spoil the event or frighten children
- Bear in mind that flash photography can upset small children and distract from the event
- Parents should not distribute or publish photographs and videos if they include any child other than their own. This includes the posting of images and videos on social media sites such as facebook.

### Guidelines for taking photographs

- Children must be appropriately dressed and adults should be sensitive to the needs of the child and respect their privacy
- Children should be captured partaking in activities, images must have a purpose and linked to an aistear learning context
- Do not take/use photos that are likely to cause upset, distress or embarrassment
- Remember your duty of care and challenge any inappropriate language or action
- Photographs must not be taken in toilet or nappy changing areas report concerns of inappropriate use of media devices

### Storage of Photographs

Photographs are stored electronically and are password protected. Stored images are reviewed regularly and unwanted material is deleted or shredded. Personal photos may be circulated to parents of individual children where appropriate.

# Anchor Childcare Centre

## **Closed Circuit Television (CCTV) Policy**

### **Purpose of CCTV**

- Health & safety of children, staff, parents, volunteers and all visitors
- To assist in the prevention, detection and investigation of criminal activity and prosecution of offenders
- Security of the premises and protection of centre property
- To assist in staff training and supervision
- To ensure adherence to policies and procedures and a best practice approach

### **Responsible Person**

Operation of the CCTV system and this policy will be assigned to the Health & Safety Officer to ensure that the system is considered part of centre operations. Escalation procedures are in place for the Health & Safety officer to reach the board of directors in a case where the officer deems this necessary. Current Health & Safety Officers are listed on our Health and Safety notice available in each room and in reception.

### **Quality Control**

Anchor Childcare Centre uses a digital recording system and has made every effort to position cameras so that they cover all areas of the premises.

- Cameras are positioned so they will capture images relevant to the purpose for which the scheme has been established.
- Cameras are properly maintained, serviced and maintenance logs are kept.
- Cameras are protected from vandalism where appropriate so that they are kept in working order.
- In the event of cameras break down or are damaged, they will be repaired within a reasonable period.

### **CCTV Recording**

- Images and recordings will be held in accordance with the centre data protection policy.
- Anchor Childcare Centre will display one or more signs so staff, parents, children, students, volunteers and visitors are aware they are entering an area covered by CCTV.
- CCTV images will be retained on the server and will be overwritten on a recycling basis once the drive is full.
- Anchor Childcare Centre will ensure the date/time of the recording system is accurate, documenting maintenance/repairs.

### **Access to Images**

Access to, and disclosure of, images recorded on CCTV will be restricted and carefully controlled to ensure the rights of individuals are retained, and that the images can be used as evidence if required. Images can only be disclosed in accordance with the purposes for which they were originally collected.

- Access to recorded images will be restricted to those authorised to view them, and will not be made more widely available.
- Monitors displaying images should only be seen by those authorised to use the equipment.
- Viewing of recorded images should take place in a restricted area to which non authorised individuals will not have access while viewing is occurring.
- If media on which images are recorded are removed for viewing purposes, this should be documented.
- Images retained for evidence should be securely stored.

The following information will be documented when media footage is removed for viewing:

1. Date and time images were recorded and removed
2. The name(s) of the person(s) viewing the images and reasons for viewing the images
3. The signature of the person to whom the images have been transferred.
4. The name of the person removing the media
5. Any crime incident number, if applicable.
6. The date the media is returned to Anchor Childcare and the person to whom it is returned.

## **Requests for access to CCTV images:**

- The request must be in written form, specifying the date and time (as far as possible) of the image/s requested.
- The location of the CCTV camera
- The reasons the images are required and further information to identify the individual, if necessary
- Should any images be required by the HSE or An Gardaí Síochána, we will follow additional protocol:
  1. The rank of the requesting officer must be at least Sergeant
  2. If the decision is taken not to release the images, then the image in question must be held and not destroyed until all legal avenues have been exhausted.

## **Disclosure of images**

The Data Protection Act gives individuals the right to access personal information about themselves, including CCTV images but individuals have no right to view images of persons other than themselves. All requests for access to images by individuals (when they are asking for access to images of themselves) and disclosure of images should be made in writing to the health and safety officer and documented. The health and safety officer will respond promptly once a written request and sufficient information to identify the images is received. The Health & Safety will liaise with the board to determine whether disclosure of the images will reveal information or images on any third-party. Under the Freedom of Information Act, a copy of this policy will be provided to anyone making a written request for it. Only the board can authorise disclosure of information to the Gardai, the HSE or other third parties. If disclosure is denied, the reason should also be recorded. Disclosures to third parties will only be made in accordance with the purpose(s) for which the system is used and will be limited to:

- Gardai and other law enforcement agencies, where the images recorded could assist in a specific criminal enquiry and/or the prevention of a crime
- HSE and other supervisory agencies, where the images recorded could assist with incident investigations
- Prosecution agencies on written request
- Relevant legal representatives on written request
- In exceptional cases, to others to assist in identification of a victim, witness or perpetrator in relation to a criminal incident where the board deems footage could assist in a specific criminal enquiry and/or the prevention of a crime
- Members of staff involved with disciplinary processes. In these cases the staff member may view footage in the presence of an appropriate person, however will not receive a copy.

## **Monitoring Compliance and Training**

The board will undertake occasional reviews with the Manager to ensure updating of knowledge and compliance with this policy and relevant legislation.

The board will ensure that staff handling CCTV images or recordings receive appropriate training.

## **Complaints**

Complaints and enquiries about the operation of Anchor Childcare CCTV systems should be addressed to the board under our complaints procedure.

# **Anchor Childcare Centre**

## **Biometrics & Security Policy**

### **Purpose of Security System**

Anchor Childcare Centre has installed the following security measures to ensure the safety and security of the service and all children, parents and staff on the premises.

- Access buzzer control system positioned on the main front door of the centre. A release button is pressed to exit the centre.
- Biometrics finger print reader positioned at the door to the childcare area of the centre to ensure access to this area is restricted to only those persons authorised by parents to collect their children, and individuals authorised by management. A release button is pressed to exit the childcare area.
- CCTV System, refer to separate policy

### **Responsible Person**

Operation of the security and biometrics system will be assigned to the Health & Safety Officer to ensure that security systems are considered part of centre operations. Escalation procedures are in place for the Health & Safety officer to reach the board of directors in a case where the officer deems this necessary. Current Health & Safety Officers are listed on our Health and Safety notice available in each room and in reception.

### **Quality Control**

- The biometric and security system will be properly maintained, serviced and protected from vandalism where possible
- In the event of break down or malfunction the system will be repaired within a reasonable period of time.

### **Data Control**

- All staff and persons authorised to collect children will be invited to input their data.
- Information will be held on a pass worded system until the child leaves the service.
- Encrypted data will be retained for the period the person is authorised to collect a child.
- Anchor Childcare Centre will ensure the information is accurate by only recording fingerprints of individuals identified and authorised by parents to collect their child and fingerprints of individual's authorised management in the system.
- Anchor Childcare will maintain a system in place for individuals who do not have their fingerprints stored in the system. Such individuals will announce themselves at reception and once it has been verified that they are on a child's collection list they will be allowed access to the childcare area.

### **Monitoring Compliance and Training**

The board will undertake occasional reviews with the Manager to ensure updating of knowledge and compliance with this policy and relevant legislation. The board will ensure that staff handling biometric information receive appropriate training.

### **Complaints**

Complaints and enquiries about the operation of Anchor Childcare biometric & security systems should be addressed to the board under our complaints procedure.

## Supervision of Children

- Staff are responsible for supervising children during their daily routine as they partake in activities in the centre.
- Staff should bear in mind that equipment and activities are purchased to suit the age and developmental ability of children and are not suitable for use by adults. Staff should not use bouncy castles, slides, scooters etc as well as the risk of damaging equipment there is a potential risk to the safety of employees and level of supervision of the children.
- Staff must supervise children at all times and do not leave equipment e.g. trolleys, slides, bouncy castles, unsupervised
- Be aware of balls overflowing from the ball pool and be vigilant in the indoor play area, ensuring children pick up the balls to keep this area safe
- Adhere to policies and procedures at all times and ensure children are made aware of safety procedures such as hand washing, holding the handrails, clean as you go/tidy up etc.
- When communicating with parents about their children please be vigilant and ensure the other children under your care are supervised. Conversations with parents should be brief, to the point and only relevant to their own child's development. Doors should not be held open for long periods to facilitate discussion. Formal meetings can be arranged if necessary.

## Manual Handling & Safe Systems of Work

Where possible the company will purchase mobile equipment which will not need to be lifted for use. However, working with children, there will be times when manual handling is necessary; e.g., feeding and changing small non walking babies or placing babies in a cot. The company will organise manual handling training as part of the employee training programme. Employees should remember that they should not lift or swing children in their care. They should move to the child's level and avoid picking a child up unless it is a small baby. Children must never be lifted by the arms or legs and any type of rough play should be avoided. The law requires employees to take reasonable care of themselves, and other people affected by their work and employees should take the following measures to ensure safe systems of work.

### 1. Assess the task, the area and the load to be lifted:

- If it's a child, does the child need to be lifted? if a child can walk they should.
- Does the task involve stooping, climbing, repetitive movements etc?
- Is the load heavy? Did you test it? Do you need a second person to help?
- Is the area safe, do you have a clear path to lift/move an object?
- Is the load safe, heavy, stable? remember moving children can twist and turn awkwardly so take caution

### 2. If you have assessed the task and decided that an object or person needs to be lifted:

- Keep your feet flat on the floor, hip width apart for stability
- Bend your knees
- Keep your back straight
- Maintain a firm grip on the object to be lifted
- Keep your arms in line with the trunk of your body
- Keep your feet turned in the direction you are moving, face forward, never walk backwards

### 3. When using ladders in the centre

- Assess the risks carefully and ensure you check the ladder for defects or hazards before using.
- Working from a ladder should be viewed as a last resort. Two staff should be present, one holding a ladder when it is in use and only staff with a head for heights should climb the ladder.

### 4. When using machines with flexes in the centre

- Assess the risks carefully before progressing with the task and avoid using such machines when children are in the area

### 5. When working with paint, sand and water or other messy play in the centre

- Ensure children are supervised closely and in small groups
- Ensure spills are wiped up immediately

## No Smoking Policy

In the interest of Health, Safety and best practice, Anchor Childcare Centre operates a non-smoking policy. Smoking is not permitted in any area of the building or on outings from the centre involving the children. Smoking is prohibited in view of any child in our care.

## Staff Consumables Policy

In the interest of Health, Safety and best practise food, tea/coffee and all hot drinks are not under any circumstance to be consumed outside of the staff room during hours of operation. All staff consumables are to be labelled and kept in the staff room, no staff foods are to be brought to the childcare rooms except for bottled water. Nuts must not be brought into the centre as they are an allergen to many children.

## **Environmental Policy**

Anchor Childcare Centre CLG is an environmentally conscious organisation, which acknowledges the impact that our operations may potentially have on the environment. Anchor Childcare Centre CLG are committed to conducting our activities with due care and with regard for the environment. We continually strive for improvement to achieve a high level of sustainable environmental performance and this policy is a statement of commitment. This policy is the driver for implementing and improving our Environmental Management System so that we can maintain and potentially improve our environmental performance.

All employees and contractors are obliged to co-operate and implement this policy.

Anchor Childcare Centre CLG will take all practical steps to ensure that potential hazards and risks to the environment are identified and that suitable and effective preventative and control measures are implemented. All employees will be provided with necessary resources, equipment, information, instruction and training to fulfill the requirements of this policy.

Currently we recycle all possible equipment that is not viable for reuse eg. paper etc. Our waste is segregated into green bins for recyclable waste and brown bins for food waste and is collected and disposed of by Panda. Soiled nappies are considered hazardous, we commission the services of an approved waste management company to dispose of these appropriately. When Anchor Childcare Centre CLG goes off site (into the community, day outs etc.) waste will be disposed of responsibly or brought back to the centre to dispose of.

Under this Policy we commit to:

- Reduce the company's negative climate impact.
- Contribute to recycling processes and ensure waste is handled in a safe and environmentally friendly manner.

Our environmental performance will be reviewed annually, or sooner if required, in order to monitor our progress and ensure compliance.



## Anchor Childcare Centre Covid-19 Policy

### Scope

This document is for all employees and parents registered and attending our service. Staff and parents should be aware of the symptoms of Covid-19 available on [www2.hse.ie/coronavirus](http://www2.hse.ie/coronavirus). Our service will review HPSC guidelines regularly and update relevant procedures to minimise infection. Where policies require permanent changes, they will be amended and recirculated to staff and parents.

### Safety Officers & Lead Worker/Employee Representatives

Anchor Childcare has safety officers in place that support the manager to manage health and safety and child protection concerns. The team and room leaders are responsible for ensuring that Covid-19 measures are adhered to and are Lead Worker Representatives.

### Facemasks

A face mask is a material you wear that covers your nose and mouth. It is sometimes called a face covering. When worn properly, all types of face masks help to reduce the spread of COVID-19 (coronavirus). If your face mask does not completely cover your nose and mouth, it will not protect you or anyone else. You should wear a medical or respirator mask if you are; at higher risk from COVID-19 in indoor or outdoor crowded places, visiting a healthcare setting, visiting someone at higher risk of COVID-19 or stopping self-isolation after 7 days - wear this type of mask for 10 days in total. For further information on the different types of face coverings and information on how and when to wear them, please visit <https://www2.hse.ie/conditions/covid19/preventing-the-spread/when-to-wear-face-covering/>

### Personal Protective Equipment

PPE is not recommended for children or for staff during their normal interactions with children except as required by the Early Years Regulations (Nappy changing and cleaning). Reception carry out a weekly stock take on the PPE currently in the service and order additional items as required. The following Personal Protective Equipment will be provided:

- Disposable surgical face masks (for use with suspected cases)
- Disposable one use gloves (blue for kitchen)(white for childcare areas and housekeeping)
- Disposable one use aprons for toileting, cleaning and nappy changing
- Hair nets for use in kitchen
- Uniforms to be worn at all times and hair tied back.
- False nails are discouraged as they are unhygienic and can harbour germs.

### Cleaning Procedures

HPSC guidelines state droplets can land on surfaces such as table tops, toys, anything we touch. If our hands are contaminated by sneezing or coughing on them, we can become infected when we touch our own mouth, nose or eyes. The virus cannot grow on surfaces, but it can survive if surfaces are not cleaned. The virus will gradually die over time under most circumstances; however, the amount of infectious virus on any contaminated surface is likely to have significantly decreased after 72 hours. Disinfection is always in addition to cleaning never instead of. If a child/staff member is excluded with suspected or confirmed Covid-19 staff will refer to the Infection control and Cleaning Policy.

### COVID-19 Vaccination

Contracts recommend staff remain up to date with all vaccines. Anchor Childcare Centre **strongly recommend** staff, parents and children get the seasonal flu vaccine and Covid-19 vaccine if recommended by their doctor to minimise the risks associated with a possible resurgence of Covid-19 during the annual flu season. Vaccination against COVID-19 started in Ireland in late December 2020. Vaccine is now offered to everyone over the age of 5 and the vast majority of people over 12yrs of age are already fully vaccinated. Most adults have also received a Booster vaccine.

A person is considered fully vaccinated as follows:

- 7 days after second dose of Comirnaty (Pfizer/BioNTech)
- 14 days after second dose of Spikevax (Moderna)
- 15 days after second dose of Vaxzevria (AstraZeneca)
- 14 days after single dose of Janssen vaccine

**AND** is also 7 days after they received a booster dose.

### Management of a Suspected Case

Symptoms in children can include new cough, fever, runny nose, sore throat, diarrhoea and vomiting. If a child has loss or change in sense of smell or taste, fatigue, nasal congestion, symptoms of viral respiratory disease, chills/dizziness, vomiting or diarrhoea, headache, conjunctivitis, muscle/joint pain even if they are mild, they must not attend a childcare setting. If any parent is in doubt, please do not bring your child in. If an individual becomes unwell at the service with covid-19 symptoms, staff assigned to their group will do a wellness check and risk assess on a case by case basis. Staff will act sensibly and professionally and if, after observation and a wellness check the staff member is concerned about the individual's health, they may consult with the safety officer who will decide if the individual should be monitored or sent home as soon as possible. The decision of the safety officer is final. If collection is not immediately possible, while waiting for collection they should be moved away from other individuals. Where possible, a fully vaccinated staff member will care for the suspected case and complete appropriate cleaning & disinfection of the area once they've left. If your child becomes ill while attending a childcare setting, you must collect them as quickly as possible and follow HSE advice.

In the case of a child:

1. Child's parent is contacted immediately and must arrange to collect their child from the service immediately. In the event that a parent cannot collect immediately the parent must arrange someone to collect their child. If parents cannot be reached, someone from the child's authorised collection list is contacted to collect the child immediately.

2. While the child awaits collection and remains in the room physical separation is enough to reduce the risk of spread to others even if they are in the same room. They will be kept a minimum of 2 meters away from other individuals as per HPSC guideline, and where possible, a fully vaccinated staff member will be assigned to care for the child until the parent arrives.
3. The employee caring for the child should wear a surgical face mask. As per HPSC guidelines gloves are not necessary as the virus does not pass through the skin, however if staff choose to wear gloves, they are available. Employees must understand it is essential to avoid touching their nose, mouth or eyes while caring for a symptomatic child, hand hygiene is essential.
4. Child should be encouraged not to touch surfaces, people or objects.
5. It is not the intention of our service to place unnecessary demands on the healthcare service by requesting certification confirming an illness is not covid-19. However, there are many infectious illnesses circulating that must be excluded, our staff will balance the practical and sensible level of caution with the provision of a safe caring environment for children. With the safety and welfare of our staff, families and your children prioritised a safety officer may request a letter from a GP confirming an individual is not suffering from a contagious illness and fit to attend our childcare service as per our exclusion policy.
6. The exclusion form should be completed, followed by a risk assessment
7. We ask parents to keep us informed from the first day of illness and keep us up to date with test results as we are funding that parents require advice and support on when it is safe for their child to return to the service.

#### In the case of **employees**:

1. Employees should wear a surgical face mask and leave the premises as soon as possible and follow HSE guidelines re testing. In line with HSE guidelines if you suspect you have covid-19 you shouldn't use public transport. If an employee is too ill to drive their emergency contact will be contacted and asked to collect them as soon as possible. While waiting to be collected staff should keep a minimum of 2 meters away from other individuals as per HPSC guidelines.
2. They are advised not to touch any surfaces, people or objects. If they need to use the toilet, they should wipe all contact surfaces after their use and wash their hands.
3. The exclusion form should be completed, followed by a risk assessment
4. If a test is positive, employees should follow public health guidelines and inform us of the outcome. They cannot return to the service for a minimum of 7 days or until such time as it is confirmed in writing by a medical doctor, they **do not** have Covid-19 and are not contagious.
5. Staff as per contract are required to provide a medical certificate on the second day of any illness.

#### **Procedure to follow when there is a Confirmed Case of Covid-19**

Anchor Childcare will follow the most up to date advice issued by the HSE and HPSC in relation to the management of confirmed cases and close contacts. Safety officers will endeavour to ensure that parents/staff have a clear understanding of how long the confirmed child/staff member should stay away from childcare and when it is appropriate for them to return. It is important that parents/staff contact the centre to inform us of a positive case of Covid-19. Once a confirmed case of Covid-19 is identified in Anchor Childcare, safety officers will contact parents to inform them of a confirmed case within their child's room and they will be advised according to HSE guidelines.

- Asymptomatic close contacts may continue to attend school/childcare as normal.
- Symptomatic close contacts should immediately self-isolate and follow HSE guidance and contact your GP if necessary.

#### **Reporting**

Covid-19 is a 'Notifiable Disease'; therefore, as per our Infection Control Policy, you are required to notify this service if you or a member of your household has a confirmed case of Covid-19. Incidents of Covid-19 among staff or children in our service must be reported to Tusla within 3 days of the service becoming aware of a confirmed case. The Covid-19 form is available from Tusla.

#### **Fees**

Symptoms differ from child to child, and we ask parents to be cautious and keep their child at home if there is any doubt, please do not leave decisions on a child's attendance to service staff. We ask parents to work in cooperation with us as we apply guidelines. We don't want parents to suffer financially as a result of doing the right thing. Where parents have followed guidelines and if a child is absent from the service for one full week Monday to Friday inclusive due to being infected with covid-19 or being a household/close contact they may receive a discount on fees. This will also apply where the child is required to restrict for 14 days as most families tend to isolate as a family as children need care and attention and cannot isolate alone. The fee reduction only applies in the above circumstances and not when children are absent for other reasons or on holiday.

#### **Well Being**

Wellbeing is an integral part of our Aistear Curriculum and something our service has been doing with children for years. This experience is something we draw on to help ourselves through the Covid-19 situation. The spread of coronavirus challenging, some might find it more worrying than others. How you respond to the pandemic can depend on your background, your social support from family or friends, your financial situation, your health and emotional background, the community you live in, and many other factors. The changes that can happen because of the pandemic and the ways we try to contain the spread of the virus can affect anyone. Children react, in part, on what they see from the adults around them. When parents and caregivers deal with the covid-19 calmly and confidently, they can provide the best support for children. Parents can be more reassuring to others around them, especially children, if they are better prepared. Staff have undertaken training in stress management including breathing techniques they bring back to use in the service with children. If your child has suffered a bereavement, has been exposed to domestic violence or if your family circumstances have changed due to job loss, family illness please let us know so we can support your child through this. Parents and staff should refer to the HSE Mental Well Being Campaign which offers support and resources to cope at home during this time. The website is [www.gov.ie/together](http://www.gov.ie/together) and offers ideas and support for physical and mental wellbeing for all. The Irish Hospice Foundation, in conjunction with the HSE, has a National Bereavement Support Line 1800 80 70 77 offering connection, comfort and support to those grieving in these exceptional times. It is a freephone service open from 10am to 1pm, Monday to Friday. Please find more information on: <https://hospicefoundation.ie/bereavement-2-2/bereavement-support-line/>. The cdc.gov.ie. and the Department of Children

first5.gov.ie are excellent resources for parents and practitioners with information on how we can work together to help children cope with all the changes at this unprecedented time.

#### **Related/Supporting Documents/Related Legislation**

- Return to work safely protocol (Covid-19 Specific National Protocol for Employers & Workers), HSA checklists
- The HSE COVID-19 Infection Prevention and Control guidance for settings providing childcare during the COVID-19 Pandemic, Management of Infection in Schools, First5 website

#### **For the most up to date information and advice on Coronavirus, please go to:**

Department of Health DOH: <https://www.gov.ie/en/campaigns/c36c85-covid-19-coronavirus/>

Health Service Executive HSE: <https://www2.hse.ie/coronavirus/>

Health Protection Surveillance Centre HPSC: <https://www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/>

<https://www2.hse.ie/conditions/coronavirus/face-coverings-masks-and-covid-19/types.html>

<https://first5.gov.ie/>

#### **KEY MESSAGE:**

**It is important to reach out if you are struggling and you need support. We wish to encourage anyone who is struggling to avail of range of online and phone supports, provided by the HSE and partners.**

<https://www2.hse.ie/wellbeing/mental-health/minding-your-mental-health-during-the-coronavirus-outbreak.html#32>

Staff cannot partake in sensitive discussions during drop and collection times. Where staff or parents have a particular concern in relation to their child, they can avail of the internal phone system and call reception on 01-8399025 and speak to the qualified staff member that cares for their child directly. They can also contact a safety officer or Covid-19 lead workers Claire Yates, Susan Berney, Niamh Leddy, Shauna Cormican or Marie Moore to discuss concerns in relation to safety or specific to covid-19. Any person that is particularly anxious or stressed over a situation can contact the manager Jean Melia or Deputy Managers Susan Berney/Claire Yates in confidence on 01-8399025/ 01-8399026 or email [manager@anchorchildcare.ie](mailto:manager@anchorchildcare.ie). Queries on accounts can be addressed to [accounts@anchorchildcare.ie](mailto:accounts@anchorchildcare.ie).



MANAGEMENT &  
ADMINISTRATION

## APPLICATION, REGISTRATION AND FEES POLICY

Applications for places within the Centre will be considered without regard to race, colour, religion, sex or national origin. In the interest of the Community of Baldoyle when processing applications the management of the Centre will consider the current age range and ratios in the service and:

- Are the children siblings of children already registered with the Centre?
- Are the children residing in the area?
- Are the children, children of parents working or training in the area?

### Application Procedure

	Enquiry/ Centre Visit/ Application Form
1.	On enquiry some basic information about the Centre is provided and the applicant is invited to visit the Centre. This visit introduces the applicant to the childcare environment and allows them to view the Centre during a working day. This visit will often prompt applicants to ask questions and to talk about their child's needs. Most importantly a visit allows the applicant to assess the overall service provided.
2.	The applicant fills in an Application Form providing details of the service they require, the age of the child and the date they require a place.
3.	The application is then signed by a member of staff, dated and placed on the Centre Waiting List until a place is available.
4.	As soon as a place becomes available the applicant is notified and questioned as to whether they are still interested in a place. If they are still interested they are invited to visit the Centre for registration. The applicant is told at this time that they need to pay the relevant deposits and their first week's fee in advance payable at time of registration.

### Registration Procedure

	Registration Form
1.	A member of staff will meet with the applicant to discuss relevant policies and procedures of the Centre and issues which parents may want information on. The Registration Form is completed by a guardian of the child and witnessed where appropriate by a member of staff.
2.	The following are payable on registration: 1 week's scheme deposit which is refundable once the child is approved for a relevant scheme. 1 week's crèche deposit which is refundable when a child is leaving the Centre and the parent completes the centre leaving form providing the service with one month's notice. 1 week's service fee is also payable at registration.
3.	A Parents Information Pack is given to the parents/guardians and the child's start date is confirmed
4.	A File is set up for that child. The file is colour coded to indicate what room the child is placed
5.	The child is issued with a unique registration number and an individual manual file is set up on that child containing initially the following information; Application Form, Registration Form, Registration Number, Payment Details.
6.	The child's name is entered into TAS, financial spreadsheet and attendance register for required room
7.	The Nominated text a parent contact is put on the text a parent database

### Fee Payment Policy

It is the policy of Anchor Childcare Centre CLG that all fees are payable in advance plus the relevant deposits. A crèche deposit is refundable when parents complete the centre leaving form providing one months' notice in writing that their child is leaving. A scheme deposit is refunded once the child is approved for the relevant scheme. Invoices are run each week and relevant funding allocated to parents is applied to accounts. Fees are payable at the start of each week in advance of childcare provision and accepted by standing order. Full fees are payable when a child is absent from the centre. Additional hours may not be provided to any parent when their account is in arrears. Parents should be aware that funding has attendance conditions and if they collect their children early on a regular basis, or are absent for more than two weeks, funders may revoke funding. In such cases parents are liable for paying the difference and any outstanding fees to our service. Where disputes occur, parents will be expected to pay all legal costs incurred in the collection of their debts.

### Late Payment of Fees Procedure

1.	Fees are payable each Monday in advance of childcare provision and parents may pay fees monthly in advance if they wish. In all cases the account must be in credit each Monday when invoices are charged to the parents account.
2.	Where fees are not paid by the second day of the relevant week the parent will receive a polite verbal reminder and an opportunity to bring their account up to date. Parents who have not paid by the end of the relevant week will be informed in writing that their account is in arrears and given a second opportunity to bring their account up to date.
3.	If the account is not brought up to date the parent is invited to attend a meeting with the manager where they are reminded they are in breach of their fee agreement and they are offered a third and final opportunity to bring their account up to date.
4.	Where a parent breaches their fee agreement they lose their place in Anchor Childcare Centre. In accordance with procedures, the crèche deposit will be retained and we seek legal advice on seeking fees due to the company. Parents will be expected to pay all legal costs incurred in the collection of their debts.
5.	A €10 administration charge will be added to accounts for returned / unpaid / refer to drawer cheques and the parent will be informed verbally their payment has been cancelled.

## ANCHOR CHILDCARE CENTRE FUNDING

Anchor Childcare is committed to the provision of affordable childcare for the community of Baldoyle and its environs and will continue to monitor the sustainability of the service so that it can remain a sustainable business offering quality childcare at affordable prices to parents. We recognise the current main source for these funds is Government agencies, however, we will endeavour to identify and source funding to fund the difference between the cost of supplying the service and the fees charged to the parents the children attending our service.

In order to maintain a high level of quality care for children and affordable fees for parents Anchor Childcare will ensure all funds received from funders is used for the explicit purposes of the actual funder and apply funding appropriately and meet actual costs of provision through parent's fees. We will review service costs on a regular basis to establish the cost of childcare provision.

### FUNDRAISING POLICY

Anchor Childcare Centre recognises and values the many and varied contributions made by individual staff and parents in raising funds for charity organisations. However, the Board has a duty to ensure it is aware of fundraising efforts on behalf of the organisation and to ensure the direction and results of fundraising initiatives withstand any possible scrutiny and are administered appropriately. The Board will thus require application procedure set out below.

This procedure relates to all staff led initiatives aiming to raise funds for specific projects on behalf of the centre or seeking public participation. All such initiatives should only proceed with the approval of the board obtained through following this procedure.

### PROCEDURE

1. A written proposal must be made to the manager by the person leading the initiative. The proposal should contain basic information regarding the proposed initiative including the following:
  - Purpose and planned duration of the initiative and fundraising method
  - Fundraising target
  - Name and details of the lead person
2. The Manager will receive all proposals and ensure an appropriate recommendation at the next convenient meeting of the Board. If the Service Manager is satisfied the objective and fundraising method are appropriate, the proposal should be countersigned and referred to board for approval
3. All proposals will be considered by the board and decisions noted. The Manager will communicate the outcome of application to the initiative proposer, including the reasons for refusal or conditions to be applied where appropriate.

### FINANCIAL PROCEDURES

- Any money raised through fundraising is recorded and reconciled with the cash balance.
- Money raised through fundraising is lodged to master account until required for it's purpose.
- Funds will be issued to the approved charity organisation for the sum raised, funds will not be issued to individuals.

### DISCIPLINARY CONSIDERATIONS

In no circumstances will staff undertake fundraising initiatives on behalf of the centre or involving the public without first making application under this procedure and receiving the approval of the Board. Failure to comply with this requirement may result in disciplinary proceedings.

#### Ordering Policy

It is the policy of Anchor Childcare that all orders for supplies, support and capital purchase is made by way of an official order in writing to the company in question stating the item and the amount quoted for the item. It is the responsibility of the Administrator to prepare this order form, which must then be authorised by the Manager before a purchase is made. A Capital Requisition Form must be signed by two directors for any single item over €500, which has not already been sanctioned in the Capital Expenditure Budget.

Step	Ordering Procedure
1.	Report to the administrator who has been assigned to ordering duties
2.	List the items or support required
3.	Request the administrator to prepare an order form
4.	An order is prepared by the administrator, printed then filed and saved on the computer in the accounts folder/ order forms in numerical order.
5.	Authorisation must then be given in writing, by the Manger to place the order
6.	When authorisation is received the order is then made and a copy of the signed order form put in the manual accounts folder so that the invoice when received can be crossed checked.

## RECORD KEEPING

Anchor Childcare needs to collect and use data (information) for a variety of purposes with regard to its children, staff, students and other individuals who come in contact with our service. The purposes of processing data include provision of quality care, recruitment and payment of staff, compliance with statutory obligations and legislation such as the preschool regulations, etc.

### Data Protection

Anchor Childcare has overall responsibility for ensuring compliance with Data Protection legislation. However, all employees of Anchor Childcare who collect and/or control the contents and use of personal data are also responsible for compliance with Data Protection legislation. Anchor Childcare will provide support, assistance, advice and training to all departments, offices and staff to ensure it is in a position to comply with the legislation.

Data Protection is the safeguarding of the privacy rights of individuals in relation to the processing of personal data. The Data Protection Act 1988 and the Data Protection (Amendment) Act 2003 confer rights on individuals as well as responsibilities on those persons processing personal data. Personal data, both automated and manual, are data relating to a living individual who is or can be identified, either from the data or from the data in conjunction with other information. This policy is a statement of Anchor Childcare's commitment to protect the rights and privacy of individuals in accordance with the Data Protection Act 1988 and the Data Protection (Amendment) Act 2003.

### Policy

This policy supports the provision of a structure to assist in Anchor Childcare's compliance with the Data Protection legislation, including the provision of best practice guidelines and procedures in relation to all aspects of Data Protection. Anchor Childcare will administer its responsibilities under the legislation in accordance with the eight stated data protection principles outlined in the Act as follows:

1. **Obtain and process information fairly**

Anchor Childcare will obtain and process data fairly and in accordance with the fulfillment of its functions.

2. **Keep it only for one or more specified, explicit and lawful purposes**

Anchor Childcare will keep data for purposes that are specific, lawful and clearly stated and the data will only be processed in a manner compatible with these purposes.

3. **Use and disclose it only in ways compatible with these purposes**

Anchor Childcare will use and disclose personal data that is necessary for the purpose/s or compatible with the purpose/s for which it collects and keeps the data.

4. **Keep it safe and secure**

Anchor Childcare will take appropriate security measures against unauthorised access to, or alteration, disclosure or destruction of, the data and against their accidental loss or destruction. Anchor Childcare is aware that high standards of security are essential for all personal information. Confidential children's and staff files are kept in a locked storage facility with controlled access. Access to children's files is limited to staff, authorized persons and parents regarding their own children.

5. **Keep it accurate, complete and up-to-date**

Staff will ensure all information is maintained up to date. Parents should acknowledge their responsibility in updating children's registration form details data such as emergency contact details, addresses, authorised persons to collect etc.

6. **Ensure that it is adequate, relevant and not excessive**

Personal data held by Anchor Childcare will be adequate, relevant and not excessive in relation to the purpose/s for which it is kept.

7. **Retain it for no longer than is necessary for the purpose or purposes**

Anchor Childcare will retention data for an appropriate period of time.

- Children's files are maintained for a period of 20 years after the child has left the service.
- Staff files are maintained for a period of 5 years after they leave the service.
- Selection and recruitment files are maintained for a period of 12 months after a vacancy is filled. Financial records are maintained for a period of 6 years after the relating financial year.

8. **Make available for inspection personal data on request**

Anchor Childcare will make appropriate data available on request to ensure data subjects can exercise their rights under the Data Protection legislation.

# ANCHOR CHILDCARE CENTRE

## PARENTS PRIVACY NOTICE

Anchor Childcare Centre is the 'Controller' of the personal data you provide to it and will only use personal information about you and your child to provide the services you have requested from us and administer your account. We respect your privacy and your rights to control your personal data. We will be clear about what data we collect and why we collect it, how we will use it and how we protect it. We have a Data Protection Policy in place to oversee the effective and secure processing of your personal data. Our service is a registered company and is the data controller, so the board is therefore ultimately responsible for implementation. However, staff employed by the company are designated data processors who deal with day to day matters.

### **Why our service needs your data/purpose of the processing**

We collect a variety of personal data to be able to deliver the service requested by you. Most of this data is captured on our Registration Form which includes your name, address, details of your child including date of birth plus further detail on any specific medical and other relevant health-care details and history necessary to allow us to ensure the welfare and safety of your child. You are required to consent for us to collect and hold the information before your child commences.

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

We have a biometrics access system in place to ensure restricted access to the childcare areas. You will be required to agree to your information being stored on this system as a person authorised to collect your child before your child commences. You will be asked to confirm you have the permission of the persons you nominate to collect to have their information stored on our files as persons authorised to collect your child.

We have a CCTV system in place, you will be required to agree to your images being stored on our system and you will be asked to confirm you have informed the persons you nominate to collect your child that their images will be stored on our files as persons authorised to collect your child.

We use pictures and images of children to document our curriculum and communicate a sense of identity and belonging in our service. You are required to agree to your/their images being stored and displayed before your child commences in our service.

We collate information through surveys and funding forms may collect personal data including your PPS number, date of birth and social welfare status to allow us process funding applications on your behalf to access subsidies or free care and education for you where eligible.

### **Who do we share the data/information with?**

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

- Relevant funding bodies such as DCYA, Pobal, and the Childcare Committees
- Regulators such as TUSLA or the Revenue Commissioners
- Inspectors such as TUSLA, Department of Education and Science and Health & Safety Authority
- External personnel such as accountants, the centre doctor, auditors, training suppliers, payroll and human resource contractors, authorised photographer at special events and professional advisors

No other third parties have access to your personal data unless the law allows them to do so. Should you wish us to share data with someone such as speech therapist, play therapist etc. you will be asked to provide permission in writing.

### **How long do we keep your data/Retention Period and Criteria Used**

The Service will keep you/ your child's personal data for as long as they remain in the Service, and for the period afterwards required by the relevant statutory and legislative guidelines that apply. Current recommendation from our insurance company is 60 years.

### **How do we keep your data/information safe?**

No organisation can guarantee complete security, however, we use appropriate technical, organisational and administrative security measures to protect all personal data we hold in our records and keep it secure.

### **What are your rights?**

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

You should inform us of any changes in contact details, if at any point you believe the information the Service processes on you is incorrect, you may request to have it corrected.

If you wish to raise a complaint on how the Service has handled your personal data, you can contact the Manager. If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law, you can complain directly to the Office of the Data Protection Commissioner.

**As your child has already commenced in our service, there is no need to reregister at this point. We will update our policies over the summer months but the first step in compliance is informing you of the data we hold and why we hold it. We need to keep a record of compliance so please sign below and we will retain a copy of this notice to ensure our files are up to date.**

**Signed by parent/Guardian of the child/ren in the service:** \_\_\_\_\_

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