

## **POLICIES & PROCEDURES**

*A full detailed copy of all our policies & procedures are available to parents at any time.*

### **Admissions**

Registration forms for each child must be completed before admission to Ready, Steady, Grow!! General information regarding the child is requested including any history of illness, disability, allergies or special needs as well as a record of immunisations. We will discuss this important information in great detail with parents or guardians.

### **Holidays**

Ready, Steady, Grow!! will remain open throughout the year except for bank holidays and Christmas time where we will close from 23<sup>rd</sup> December to 2<sup>nd</sup> January (these dates may vary slightly). Bank holidays throughout the year are payable.

### **Child attendance/fees**

Fees are payable on a fortnightly or monthly basis. They must be paid by standing order. Fees are payable for the number of days booked at registration. If you wish to change these days, please give prior notification so we can check if a place is available.

### **Child Collection Policy**

Children may only be collected by parents/guardians or persons named on registration form. Please inform us when leaving your child to crèche if any other person will collect him/her on that day, otherwise we will not allow your child to leave the premises. Any person collecting your child other than those named on the registration form must bring id. Your child will become familiar with the usual collection time. We will have coats & bags ready for when parents arrive (please let us know if you get delayed!).

### **Child Protection Policy**

At Ready, Steady, Grow!! we provide a safe, secure environment for all our children. In accordance with the Dept. Of Health & Children's guidelines (Children First) we have a duty to protect our children. In the event of there being any suspicions about physical, emotional, sexual abuse or neglect of any children, then we are obliged to report such suspicion to the HSE. Confidentiality will be maintained at all times. Our detailed Child Protection Policy is available to parents at any time.

## **Health And Safety**

### **First Aid**

Staff at Ready, Steady, Grow!! are fully trained in first aid. A first aid box is kept downstairs and is out of reach of children. Every care is taken to prevent accidents but should first aid need to be administered, it must be reported on an accident report sheet and signed by a member of staff and the child's parent/guardian. Should your child require hospital treatment we will notify parents immediately. A staff member will accompany the child to hospital and remain there until parent/guardian arrives.

### **Fire Prevention**

We are fully compliant with the fire safety requirements as per pre-school regulations 2006. All staff are fully trained to carry out evacuation procedures. We practise monthly fire drills with the children. In the event of a fire the children are calmly asked to form a line. Children are then counted by the room leader and led to the nearest fire exit – no coats or other belongings are taken. A member of staff will check all rooms before leaving the building and call emergency services. A roll call is taken at the allocated fire assembly point.

### **Administration of Medicine**

Staff members will only administer medicines when a separate medical consent form has been completed and signed by parents/guardians. This will record the exact dosage and time medicine should be given. Staff will record the exact dosage, date and time that medicine was given and sign the form. This will be witnessed by another member of staff. All medicines must be in its original container showing expiry date and have directions from GP. All medicines are kept out of the reach of children. This medical report sheet is kept with the child's record card.

### **Illness**

We at Ready, Steady, Grow!! understand that the last thing a parent needs during their working day is a call from us to say that your child is unwell. However, illness in young children is a fact of life and we have a responsibility to maintain a healthy environment for all children, staff and families. If a child has a single bout of sickness or diarrhoea or only a slight temperature, they will be monitored carefully and regularly. We will give Calpol for raised temperatures as agreed with parent. If the condition gets any worse then we will contact the parent/guardian to collect the child. Any child who has three or more loose stools within a crèche session (am/pm) is required to be sent home. They may not return to the crèche until they have returned to normal. If your child is prescribed antibiotics by your GP they must not attend crèche for 48 hours. After this time we will administer the medication as instructed by parent/guardian. Written confirmation that your child is fit to return to crèche may be requested from your GP.

Ready, Steady, Grow! Creche, Montessori and After School.

### **Nutrition**

We recognise the importance of forming positive eating habits at an early age. Ready, Steady, Grow!! provide breakfast, mid morning snack, a hot meal and an afternoon snack & tea. Our weekly menu is displayed on the main notice board. Special dietary requirements should be discussed at the time of registering your child. Friday is treat day when children may have biscuits or a small treat. No fizzy drinks are allowed.

### **Food Hygiene**

We strive to ensure that adequate facilities for the storage, preparation, heating and serving of food are provided. Also that suitable eating utensil's are used and that children and staff follow a high standard of hygiene regarding hand washing, sterilising, etc. Waste is disposed of in a hygienic manner. Staff MUST wash their hands before handling any food. Tables are wiped down after meals and floors swept.

### **Toilet Training**

We at Ready, Steady, Grow!! will be delighted to help if you are toilet training your child at home. We would ask that you provide plenty of spare clothes at this time. Please let us know if they prefer to use our small sized toilets or a potty. Children can be accompanied to the toilet until they and the staff feel confident to go it alone. They will be reminded to wash their hands.

### **Nappy Changing**

Nappy changing will take place in the nappy changing room. We will only use wipes, creams etc as supplied by the parent/guardian. Disposable gloves are used and soiled nappies are placed in bin provided. Changing mat is disinfected immediately after use. Changes will be recorded on daily reports.

Parents will be informed if nappy/wipes supplies are low.

### **Daily Record for Children**

A daily report sheet is filled in for children informing parents of how much the child has eaten throughout the day, sleep times, nappy changes, activities, etc. This report is sent home with the child every day. Should you have any queries please speak to any staff member.

## **Behaviour Policy**

We believe in rewarding positive behaviour on a daily basis in order to increase its frequency. When dealing with negative behaviour we treat the child with dignity while explaining why the behaviour was unacceptable. We use natural justice, that is saying I'm sorry and giving the person a hug, as way of trying to decrease the negative behaviour in the future. **We never use corporal punishment or any physical method of behaviour management.**

Procedure:

- Always try to reward good behaviour more than punishing bad behaviour
- Use reward systems such as star charts to increase frequency of positive behaviour
- Always set a good example, children imitate adults- if you shout then so will they
- Never raise your voice towards a child or cause a child unnecessary stress
- Deal with negative behaviour in a constructive manner
- Always try to understand a child's behaviour and verbalise this to them e.g. 'I know you are angry because he took your toy but it is not ok to hit our friends'
- Explain to the child why their behaviour is unacceptable and give them different options to deal with their problem e.g. 'we use our words to tell our friends to stop, we do not hit our friends when we are angry'

Parents will always be informed of negative behaviour exhibited by their child. We encourage parents to work together with staff when unsocial behaviour is demonstrated. Behaviour such as biting is not remedied unless the parent takes a firm view of the situation.

## **Confidentiality**

All information held by Ready, Steady, Grow!! will be treated with utmost respect and confidentiality.

## **Complaints/Comments**

Should you wish to make a complaint, please ask to speak Jenny and we will deal with the matter immediately. We welcome your comments – good or bad – in order to improve our service to you and your child.

## **Settling In Policy**

We would recommend that parents/guardians allow a settling in period for the child. Each child is an individual and settling in times may vary. We will discuss each child's needs with the parents/guardians.

*Tips to overcome separation anxiety:*

- Talk to your child even before he visits the crèche
- Although it's necessary to provide support for your child as he/she embarks on their new experience, too much emphasis on the change may just make your child's anxieties worse
- If your child becomes clingy or refuses to enter the room, let the teacher take over and confidently but gently bring he/she into the classroom environment
- Leaving your child at crèche can be very difficult. Parents should be comforted by the fact that their child has such a strong bond with them. A parent should not feel guilty for this reaction.
- Try to be consistent and predictable when leaving. Gently but firmly hold your child's hand and escort them into the classroom. Give them a hug and kiss goodbye and reassure them that you will be back. Do not hesitate, as your child will be watching every move you make and any signs of insecurity on your part will be picked up by your child.
- We will contact you if at any stage your child is very unsettled or upset

Please note:

\*There is a more detailed policies and procedures book which can be given to parents at any time. \*

Thank you for taking the time to read this and for your interest in Ready, Steady, Grow!!

We look forward to hearing from you.