

Parent Handbook

See also the main Policy Document for further information.

Parents are encouraged to refer to the full document
available in the service upon request.

Address: Childcare Service: Baile Beag- Newbury House, Ard Bhaile Community Centre, Old Youghal Road, Mayfield, Cork

Address: Office: Newbury House Family Centre CLG, Old Youghal Road, Mayfield, Cork

Phone number: 021-4506977(Baile Beag). 021-4507999(Newbury)

Mobile: Creche: 083-0933364 Office: 083-3328442

Email: admin@newburyhouse.ie / creche@newburyhouse.ie

Website: Newbury House Family Centre CLG

Manager: Rosella Sheehan

Baile Beag: Ciara McCarthy

CONTENTS:

- 1. Children's Charter**
- 2. Details of Service**
- 3. Our Facilities**
- 4. What you Should Bring for your Child**
- 5. Curriculum**
- 6. Summer Camp**
- 7. Admission and Enrolment**
- 8. Clothing**
- 9. Allergies**
- 10. Attendance**
- 11. Children with Additional Needs**
- 12. Fees**
- 13. Child Record Forms and Record Books**
- 14. Working in Partnership with You**
- 15. Settling In**
- 16. Attendance, Arrival and Collection**
- 17. Car Parking**
- 18. Comments and Complaints**
- 19. Confidentiality**
- 20. Equal Opportunities**
- 21. Supporting Positive Behaviour**
- 22. Observations and Assessments**
- 23. Health and Safety**
- 24. Child Protection**
- 25. Healthy Eating**
- 26. Outdoor Play**
- 27. Risk Play**
- 28. Internet and Multi-Media**
- 29. Security**
- 30. Accidents and Incidents**
- 31. Illness and Exclusions**
- 32. Medication**
- 33. Fire Safety**
- 34. Photographs and Other recordings**
- 35. Data Protection**
- 36. Staff**
- 37. Withdrawal from the Service**
- 38. Privacy Statement**

Welcome to Baile Beag – Newbury House

We at Baile Beag Community Childcare would like to welcome you and your child to our service. Baile Beag is a part of Newbury House Family Centre. Newbury House Family Centre is a non-profit organisation and Baile Beag service is aimed at providing a safe, secure and fun environment for children between the ages of 1 – 3 in the ArdBhaile community and surrounding areas of Mayfield.

We have compiled this booklet for all parents, guardians and relatives of all the children who avail of this service and for those who may avail of it, in the near future. This booklet has been designed to provide you with the most relevant and up to date information about our service.

We aim to provide a quality service and a stimulating environment for children to develop their social, personal and educational skills and learn through a planned curriculum.

Your child's welfare and your peace of mind is most important to us. We provide a warm, loving, home-from-home environment, where each child is treated with respect and will develop and learn as individuals while feeling safe and secure.

If at any time information given may need clarification or questions need to be answered, please feel free to get in contact with us.

We have a comprehensive set of policies and procedures that our staff are obliged to adhere to. This handbook is a shorter version of the main document, developed for your convenience. You are welcome to read our main document at any time. Just ask us!

Thank you for choosing Baile Beag – Newbury House

Rosella Sheehan

Ciara McCarthy

Newbury Manager

Childcare Coordinator

1. Children's Charter

- ✓ *Children's welfare and their rights to secure, healthy, and happy childhood are paramount.*
- ✓ *The experiences children receive in their early years are critically important in terms of future development.*
- ✓ *Children are entitled to expect that all adults will respect, uphold, and preserve their rights and to ensure that their feelings and wishes are considered.*
- ✓ *Children should have the opportunity to make choices and develop a sense of responsibility for their own actions appropriate to their age.*
- ✓ *Children, parents, and carers should not be discriminated against, particularly in relation to colour, age, race, religion, gender, disability medical conditions or background.*

- ✓ *Parents should be recognised and respected as children's first and continuing educators.*

2. Details of service.

Baile Beag opened its doors to parents and children on 4th October 2010 and amalgamated with Newbury House Family Centre on 23rd August 2017. Newbury House Family Centre CLG was opened to the public in 1986 and is here to provide support and services for the local people of Mayfield and the surrounding areas. We aim to improve the standard of living by providing confidential, non-judgemental and helpful services to families and individuals.

Baile Beag's purpose is to provide a service of the highest quality for children and their families from Ard Bhaile and surrounding area.

The programme at Baile Beag uses the principles of Siolta: The National Quality Framework for Early Childhood Education and Aistear: The Early Childhood Curriculum Framework as its guiding principles.

Newbury House is non-profit making and managed by a voluntary committee of local people. The Centre employs a Project co-ordinator and a project administrator who are responsible for the running of the centre.

We offer a Full Day Care as defined in the Child Care Act 1991 (Early Years Services) Regulations 2016. These are the regulations that govern our service, and we are inspected under these regulations by Tusla, the Child and Family Agency.

Newbury House has the following services.

- Baile Beag – 8:45 -12:45pm & 1:30pm – 5:00pm Monday to Friday. 47-week childcare service catering for 1 ½ years to preschool age children. Capacity 15 children daily in both morning and afternoon session
- Newbury Preschool – 9am -5.00pm. 44-week service. We cater for children aged 2 ½ years – school age. Capacity. 22 children in the ECCE 9-12 & 1-4pm sessions and 16 in the 12-1 session. 8/16 in the 4-5pm term/non-term session
- Mayfield Arts – educational classes, workshops, programmes both onsite and offsite in the area of Arts and horticulture.
- Family Centre – family support services including counselling, play therapy, art therapy, Meitheal, supervised access contact centre health related workshops, classes and programmes, venue for overeaters anonymous, Lego workshops, HSE Slainte workshops/programmes, quit smoking programmes and much more.
- This service is a community-based service operated by the Board of Directors and managed by Rosella Sheehan.

KEY PERSONNEL:

Newbury Manager	Rosella Sheehan
Creche Coordinator (Person in charge):	Ciara McCarthy
Deputy in the absence of Creche Coordinator:	Wendie Sexton
Health and Safety Officer:	Rosella Sheehan
Fire Officer:	Ciara McCarthy
First Aid Co-ordinator:	Ciara McCarthy
Designated Liaison Officer:	Rosella Sheehan
Deputy Designated Liaison Officer:	Ciara McCarthy
Data Controller:	Newbury House Family Centre CLG

Communication:

Please make appointments with staff when requiring more than a short and quick exchange of information.

- To WhatsApp the preschool number 0838198724 or creche 083-0933364 When requiring information around the care of your child.
- To WhatsApp 0833328442 when requiring information around subsidies or fees.
- Staff at drop off and collection times are busy and are limited to short and quick discussions at that time. During the day, staff are not readily available for instant replies, but your messages will be replied to as soon as possible.
- To follow complaints procedure should there be an issue.
 - Please refer to our Code of Conduct policy.
- We Endeavor to keep all parents updated as much as possible and to send documentation as required by our funders. Information will be communicated by email/WhatsApp/hard copies at the door.

- Please be aware that Newbury House has a large clientele of families and service users and all queries, comments etc will be addressed as soon as possible.

KEY INFORMATION:

Opening Hours:	8:45 – 12:45 Morning / 1:30 – 5:00 Afternoon
No of Weeks per year opened:	47
Closures:	3-4 weeks in August. Two weeks at Christmas
Capacity:	15
Age Range:	1 to 3 years
Ratios:	Part-Time Care 1 – 2 years: 1:5 2 – 3 years: 1:6 3 – 6 years: 1:8
Curriculum:	Play-based
Funding Schemes Offered:	NCS National Childcare Scheme
Address:	Baile Beag, Ard Bhaile Community Centre, Old Youghal Road, Mayfield, Cork T23 AH56
Address:	Newbury House Family Centre, Old Youghal Road, Mayfield, Cork T23 C3FW
Phone Number:	021-4506977 / 083-0933364 –Baile Beag 021-4507999 / 083-3328442 – Newbury Office
Email:	admin@newburyhouse.ie creche@newburyhouse.ie

Aims and Objectives of our Childcare Service

- To provide a quality child centred childcare service
- To empower children through their own learning
- To recognise that parents are the primary educators and to work in partnership with them.
- To provide childcare to children with special needs.

- To integrate children from diverse social and ethnic backgrounds, religions or on low incomes.
- To value children
- To provide a secure, safe and comfortable environment for children

3. Our Facilities

- Large fully fenced, well-equipped outdoor space.
- Playground with safety surface
- 2 large, bright, spacious rooms
- Safety-fencing, safe set-down area
- Trained and qualified staff

We have the following rooms: toddler room and a

sleep/relaxing room. The room/s are designed in such a way as to meet the developing needs of each individual child. The children are guided through a range of educational and play activities at their own pace. Our staff create a positive and secure environment where children feel confident in exploring their surroundings.

4. What you Should Bring for your Child

Parents/guardians are required to provide the following, clearly marked with the child's name:

- Bottles made-up on advance.
- Nappies, wipes, creams and/or powders
- A full change of clothes
- Wellies
- Sun hats
- Small snack. Please see information below on healthy snacks
- Children's play is often messy, so clothes that are loose and comfortable and not too loose new or best.
- Suncream must be applied before attending the crèche on sunny days.

What not to bring

We don't encourage your child to bring their own toys, apart for a small comforter. Children are not allowed mobile phones or tablets.

5. Curriculum

We are fully committed to being guided by the principles of Síolta and the national curriculum framework Aistear. We recognise how important high quality early childhood experience can be in children's lives. This Curriculum aims to encourage active learning, problem solving, effective communication, emotional, creativity and socialisation. It aims to give children a good start which will benefit their long-term success in life. This service recognises the diversity of experiences and relationships that shape children's lives.

Aistear, the Early Childhood Curriculum Framework:

Aistear is Ireland's curriculum framework for children from birth to six years. It assists us plan for and provide challenging and enjoyable learning experiences that can enable all children to grow and develop as competent and confident learners in the context of loving relationships with others. *Aistear* describes the types of learning and development that is important for children in their early years and offers ideas and suggestions on how these might be nurtured. We use the *Aistear* guidelines to help plan our curriculum. We also encourage you as parents to research this curriculum framework and the benefits of play. The research is so clear about the benefits of play, so it is not surprising that play is central to the Irish early childhood curriculum framework. The Irish word 'Aistear' means 'Journey' and together we look forward to supporting your child's learning journey in Baile Beag

We encourage learning through free play with a range of activities including imaginative play, books & storytelling, music activities, sand and water, arts and crafts and energetic play. We encourage messy play as we believe the benefits are enormous for children. We believe that the 'process' of making a piece of artwork is more important than the 'end product' so make sure you support your child when they present their masterpieces to you and remember it was created from their imagination and their wonderful skills.

We do not allow any access to the internet within the service.

Our curriculum is based on the play based approach and is guided by the principles and standards of Siolta, the National Quality Framework for Early Childhood Education and the Principles and Themes of *Aistear*, the Early Childhood Curriculum framework.

LEARNING ENVIRONMENT

Furniture and equipment are arranged in several clearly defined areas of interest.

Such a layout enables a child to use and return materials they need for, exploring, inventing, and learning about their world.

DAILY ROUTINE

Each day follows a sequence of events providing consistency.

GREETING TIME

Children are met and greeted at the door at 9am and encouraged to hang their own coats and bags on personalised individual hooks.

FREE PLAY TIME

ONE Staff is always in each area for children to work with

Friendships are formed.

All children will develop at age and stage, and children have freedom to move around room at own pace.

CLEAN UP TIME – CHILDREN ARE ENCOURAGED TO CLEAR UP

Fruit snack break 10am

We provide fruit and some toast to boost energy levels until lunch time.

SMALL GROUP TIME – 10:15am

Staff each have a consistent small group.

Staff will follow children's interests and materials.

LARGE GROUP TIME

Children get the opportunity to participate in a large group and sharing ideas.

LUNCH TIME – 11:00am

Children are asked to wash their hands and choose their seats for lunch. This is also a time for reflection on the morning activities and a time for social interaction.

Children share a nutritious food and interesting conversation; a relaxed family style is promoted at this time.

Children are introduced to pouring juice or milk, buttering own sandwiches, peeling fruit and tasting different foods.

Parents are asked to provide the lunches and we ask that this does not include any sweets, crisps or salty snacks. See 25. Healthy Eating.

OUTSIDE TIME/GOING HOME TIME

Children are encouraged to put on own coats.

Children engage in vigorous, noisy games outside.

Adults participate in and support children's play.

All outdoor equipment can be used.

IT IS VITAL THAT PARENTS SUPPLY SUN BLOCK FOR YOUR CHILD

PLEASE REFER TO SUN POLICY

6. Summer Camp

Our annual summer camp in July is full of fun, fully supervised activities.

7. Admission and Enrolment

Admissions Policy

It is the policy of Newbury House Childcare service that our service is open to all families in our community. We are committed to operating open and fair Admissions Procedures on a first come first served basis.

Admission Procedures

- ✓ Each child must be at least 18 months when starting at the service.
- ✓ Parents seeking to secure a place for their child must complete and Registration form and pay a deposit of €30.00.
- ✓ A completed registration form must be returned to the service prior to the child attending the service.
- ✓ Children will be admitted on a 'first come first served basis', following submission of the Registration form. Children with siblings already attending local families and agency referrals will be prioritised.
- ✓ Children with additional needs and disabilities are welcome based on the resources available to us and any decisions regarding enrolment will be made in the best interest of the child.
- ✓ If there are no remaining places a waiting list will be drawn up.

Registration Policy

Please read carefully as contains very important information.

- A childcare place will be held for a child once the Registration form has been completed AND deposit paid. **Deposits are non-refundable if your child does not take the place that has been booked for them.**
- All details regarding a child must be completed and any relevant important information or specific diet or health requirements must be noted.
- Fees must be paid in advance at the beginning of each week or month, online or paid to administration staff in Newbury House office.
- Childcare places require €30 deposit, refundable at the end of September/month after successful registration with funders.
- We ask you to clarify any guardian or custody information that may be relevant at Registration.
- **4 weeks' notice is required in writing to reduce days/ hours or on leaving the service.**
- **Days attending will be fixed. (Childcare Services are subject to strict adult to child ratios and bookings are taken on this basis. Changes can only be**

facilitated if it does not affect ratios as set out by Tusla under the Preschool Regulations.)

- A late collection fee of **€5 per 5 minutes** applies to cover staff costs.
- **Bank Holidays:** Usual fees to be paid.
- **Parents Holidays:** Usual fees to be paid.
- **Sick Days:** Usual fees to be paid.
- **Creche will close for 2 weeks at Christmas. No fees payable these weeks.**

8. Clothing

No uniform is necessary, but we do ask that all children wear suitable, comfortable clothes, ideal for artwork and outdoor messy play. (No 'good' clothes please). Velcro shoes are preferable. All long hair must be tied up. No hoop or long earrings are permitted for safety reasons.

9. Allergies

Please inform us if your child suffers from any allergies. This is recorded on the Registration Form. A Care Plan may be required, especially if your child needs life-saving medication. Management will discuss this with you.

10. Attendance

It is essential to the efficient running of the service that you inform the childcare service if your child is unable to attend the service and follow up with a telephone call to inform the childcare service when your child will be returning. It should be noted that the income received by the service from the Department of Children and Youth Affairs is based on a regular basis. A register of the times and days that children attend is kept on. Continued failure to attend may result in your child's place being withdrawn.

Absence policy is dependent on funding stream.

NCS registered children: If a child is absent for 4 weeks, he/she will become a 'leaver' on our system. If a child is absent for more than 4 weeks (without notice) the place can be filled by another.

From November 2019, Pobal require attendance sheets to be submitted weekly on their portal.

11. Children with Additional Needs

We are committed to providing all children with the opportunity to access our service regardless of their ability but within the expertise and resources available and in accordance with the best interests of the child. Your child may benefit from assistance

from AIM, the Better Start **Access, and Inclusion Model** (AIM) which is designed to ensure that children with disabilities can access the Early Childhood Care and Education (ECCE) programme. **This applies to ECCE children only**. AIM is only available in our Preschool service in Newbury House.

Please talk to us about this if you think your child is eligible for supports under this programme. There are a range of possible supports available.

For more information check <http://aim.gov.ie/>

12. Fees

Sessions	Times	Weekly	4 days	3 days	2 days
Morning	8:45am – 12:45pm	€90	N/a	N/a	N/a
Afternoon	1:30pm – 5pm	€81	€65	€49	€33

Please note that, under the rules of the National Childcare Scheme, if the child persistently attends for fewer hours than the number of hours subsidised, the registered hours must be reduced. This will result in a reduction in the subsidy and a consequent increase in the fee charged.

- **A late collection fee of €5 per 5 minutes applies to cover staff costs.**
 - **Bank Holidays:** Usual fees to be paid.
 - **Parents Holidays:** Usual fees to be paid.
 - **Sick Days:** Usual fees to be paid.
- Fees must be paid weekly by cash in the office or bank transfer.
 - Fees are due weekly at the beginning of each week.
 - Fees for non-ECCE children are dependent on the funding stream that applies to your family, if any.
 - A receipt will be issued on receipt and must be paid to office staff in Newbury Office.
 - A deposit of €30 is taken in advance when a child is given a place. Deposits are refunded one month after funding is approved.
 - If no payment is received over 2 weeks a meeting may be held between family centre coordinator and parent, regarding child's place in the Newbury House Childcare Service and if fees have still not been received the child will lose their place. Their place will be offered to children on the waiting list.
 - Fees charged are dependent on subsidy amount and period covered by the award received. Please note fees may changes are your awarded subsidy may change during the year due to child's age or families change of circumstances.

Chicks: It is parent's responsibility to ensure National Childcare

- Subsidies Chicks are up to date,
- New chicks are provided to service on time and
- Approved on parent's portal when claims are inputted by the service.
- Maintain attendance requirements as per funding terms and conditions.
- National Childcare Subsidies cannot be back claimed therefore any delays in giving Chick's subsidies to service will result in full fees being charged.
- Our service is required to submit weekly claims and attendance to attain funding.

Reviewing Fees:

- Fees are reviewed annually.
- Parents/guardians will be informed by giving service notice of increase in fees.
- Increase in fees each year will be related to the cost-of-living increases and/or exceptional cost circumstances.

Payments in relation to Holidays or Illness of the Child/Children:

- Parents/guardians will be required to pay for any days/weeks that their child/children do not attend the service.
- In the case of a long term, medically certified illness of a child, parents/guardians are advised to keep in contact with the manager on a regular basis. Further arrangements will be discussed with the Parent/Guardian.
- There is no reduction in fees for Public Holidays.

Closure in Exceptional Circumstances:

In the event of the closure of the service in exceptional circumstances, that is beyond the control of the Management i.e., adverse weather conditions full fees for the closure period will be payable unless the situation continues beyond a reasonable time.

Late Collection of Child/Children from the Creche:

- There are additional measures in place during the covid including additional cleaning, disinfecting and changing of equipment between each session. As a result, please ensure your child is collected before end of session time as staff will be under pressure with these demands. Your cooperation is appreciated.
- Parents/guardians are advised to keep within their agreed time for collection of their child/children for the above reasons. We require that all children should be collected by the designated time in order that the service may follow health and safety practices to ensure that the service may close safely.
- Please see the Collections and Arrivals Policy and Procedure.

- There is a late collection fee of €5 per 5 minutes.

Withdrawal of Children:

Parents/guardians by signing this handbook agree to

- Give 4 weeks' notice, in writing, that the child/children are leaving the service.
- Management also reserves the right to request that the Parent/Guardian withdraw their child/children from the service if they are not 'settling in' or adapting to the environment. The Management agrees to give two weeks' notice of this to the Parent/Guardian so that they can make alternative arrangements.

Non-payment of Fees:

- Non-payment of fees may result in loss of placement.
- A repeated failure to pay fees may result in suspension or withdrawal of your child's place until the matter is resolved.
- Any delays in payments must be discussed in advance and agreed with management.
- If no payment is received over 2 weeks a meeting will be held between the family centre coordinator and parent, regarding child's place in the Newbury House Childcare Service and if fees have still not been received the child will lose their place. Their place will be offered to children on the waiting list.

13. Child Record Forms & Record Books

Child record forms must fill out completely for all children before the child begins in Newbury House Childcare Service.

14. Working in Partnership with You

- We recognise the importance of working in partnership with you and that you have a central role in educating your child.
- We have an "open door" policy where families are always welcome but where the needs of all of the children in our care are always the first priority.
- We will give you regular information about your child's progress and welcome your contribution – please share information with us.
- We will hold meetings at times suitable to you and have a comments and complaints policy if you encounter any problem.
- Please tell us of any difficulties that your child is experiencing at home such as bereavement, illness, relationship breakdown, a new baby – all these can change a child's behaviour and we want to help.
- If a parent needs to be contacted in relation to a concern about behaviour, we will

do this in a helpful rather than a complaining manner and we will together, try to resolve the situation.

- Regular exchange of information with parents is important. Please inform us of change of personal details (e.g.) new house, phone number.
- Employees or students may not use social networking sites to befriend parents or accept requests to become a friend from parents who use this service or to exchange any information about the service or children attending the service or colleagues working at this service. We ask you, as parents/guardians to support our position.
- Parents who would be willing to do an activity with our children especially in relation to your work, culture or social activities would be most welcome. Contact Childcare Supervisor Ciara McCarthy to offer your support.
- Newbury House Family Centre arranges workshops, programmes and activities that may interest you as a parent or another family member. This year we will running Happy Talk Programme, Quit Smoking Programme for men and women, Positive Parenting workshops, Tai-chi, Interior Design, Yoga, Art Workshops and Family Art Workshops (Parent/Guardian and child). Please enquire in Newbury Office. Any other suggestions always welcome.

Parents Code of Conduct

In Newbury House we take our responsibility in relation to personal interactions very seriously. Parents likewise have responsibilities around their interaction with children (their own and others'), other families, educators, other support staff and management in our family centre.

It is expected that parents will support the respectful ethos of our childcare service by setting a good example in their own speech and attitude towards members of our community.

Everybody in the service must be valued, respected and their involvement in the daily lives of the children be recognised.

At Newbury House, the following guidelines to respectful interactions from parents are:

Parents who collect a child during the day when activities are in full progress are asked not to interrupt the work of the educator and are asked:

- To never discuss other parents or children in front of the children.
- To refrain from inappropriate social conversations are not permitted on the premises.
- To refrain from bringing family pets/dogs into the services premises or grounds (even if on a lead).
- To be courteous to other parents, staff and children.
- To supervise their children on our premises when collecting other children or visiting the service.

- To supervise their children around parked cars and grounds once their child has been collected.
- To follow our Health and Safety measures during this Covid Pandemic, including social distancing, wearing masks, following HSE guidelines on restrictions and not congregating outside the service before or after they collect/drop their child.
- To make appointments with staff when requiring more than a short and quick exchange of information.
 - To WhatsApp the preschool number 0838198724 or crèche 083-0933364 When requiring information around the care of your child.
 - To WhatsApp 0833328442 when requiring information around subsidies or fees.
 - Newbury Family Centre has a large clientele of families and service users, and all queries and comments will be addressed as soon as possible.
 - Staff at drop off and collection times are busy and are limited to short and quick discussions at that time. During the day, staff are not readily available for instant replies, but your messages will be replied to as soon as possible.
- To follow complaints procedure should there be an issue. Complaints procedure available on request
- To only message staff on work numbers. GDPR prevents all communication in relation to your child and our service to be communicated only through work devices. Out of hours' contact is not available.
- To correct their own child's behaviour, especially in public where it could otherwise lead to conflict, aggressive or unsafe behaviour.
- To respect the pre-school and crèche environment, including keeping the pre-school tidy by not littering.
- To follow the parking rules when delivering and collecting children from pre-school.
- To refrain using mobile phone on the premises except in the case of emergency.
- To refrain from taking photographs of their own child or other children during the course of the day – an exception is made for special occasions.

In order to support a peaceful and safe childcare environment, our service cannot tolerate: -

- Disruptive behaviour which interferes with the operation of the service.
- The use of loud and/or offensive or racist language or displaying temper.
- Threatening harm or the use of physical aggression towards another adult or child. This includes approaching someone else's child in order to discuss or chastise them and physical punishment against your own child on our premises.
- Damaging or destroying our property.
- Abusive or threatening emails, phone or social network messages
- Smoking and consumption of alcohol or other drugs or accessing our premises whilst intoxicated.

The above behaviours on our premises will be reported to the Manager and may result in the prohibition of an offending adult from entering our grounds or premises in order to safeguard our service and our family centre community. Individual escalated cases will be dealt by management on a case-by-case basis.

15. Settling In

We aim to ensure children feel safe and secure in the absence of their parents/carers. We will therefore endeavour to make the settling-in process a positive experience for children and will work closely in partnership with parents/carers to ensure this is achieved. We recognise that in some cases there may be particular difficulties experienced by children, parents/carers, and staff during the settling-in period and we are prepared to explore and consider various ways of settling children into the service. All children are individuals, and we plan to meet their individual needs and resolve any difficulties quickly and smoothly. If you are experiencing challenges in relation to settling your child, we will work with you to assist in making this transition.

Parents are welcome to stay for as long as possible for reassurance for both their child and them. This can be a difficult time for both parents and children, and you will be assured of a safe and secure environment, where your child can enjoy their learning experience through play.

Initially children will attend crèche at staggered times, until they become more familiar with their surroundings and become more comfortable with both adults and the other children. This ensures a smooth transition from home to crèche.

16. Attendance, Arrival and Collection

Attendance:

It is essential for the efficient running of this service that you inform the Childcare Supervisor if your child is unable to attend the service and follow up with a telephone call to inform the Childcare Supervisor when the child will be returning. A register of the times and days that children attend is kept.

Arrivals:

- Parents/guardians gain access to the service by ringing the buzzer on the door.
- A member of staff will register each child on arrival. Parents/guardian/dropping off adult must sign in. this is currently suspended during covid measures but will resume in the future.
- On occasion if you have any difficulties on arrival times please speak to the Childcare Supervisor

- No congregating outside the premises before or after dropping/collecting your child for health and safety reasons during this pandemic.
- The child's temperature will be checked on entry.
- Parents are asked not to be on their mobile when dropping off/collecting children as the creche staff may need to inform you on important information about your child's day.
- Parents/guardians are asked to ensure that all external doors are securely closed for the safety of all the children when they leave.
- If a child will not be attending, we request that parents/guardians advise us.
- Arriving on time and attendance for scheduled session is very important in creche for the following reasons:
 - Creche school curriculum is designed to develop a routine to allow a child to have choice and build on their interests and most importantly is child led with a support of an adult at all times. It forms friendships between other children and by missing planned activities, your child may miss sections of the daily routine that are important in their development. This is recognised by TUSLA and form parts of their inspection checklist that all children arrive in time and attend all their scheduled sessions.
 - Routine is essential and very important to your child's development therefore attending full session and arriving on time for scheduled session is very important.
 - Pobal fund our Creche, per child, per day, per session type. For example, if 5-day, 4-hour session is funded by Pobal and child attends less days or lesser hours, our funding is reduced accordingly.

Collection Policy:

- Parents/guardians must collect their child by the agreed collection time, Morning: 12:30 – 12:45pm and Afternoon: 4:45 – 5 pm.
 - Please note that due to the heavy requirements to clean and change equipment between sessions please ensure that you have collected and left the premises before end of session.
- Parents/guardians will be asked to give the names of at least two other people who are authorised to collect the child. If the parent is late arriving to collect the child, the person in charge will endeavour to contact the parent. In the event of being unable to contact the parent, the person in charge will contact the other named persons to collect the child. Make sure you inform those named on the Registration form as collectors.
- Children will not be released into the care of a person under the age of 16 years or to a person who appears to be incapable of caring for the child. Should this situation arise, the staff will contact an authorised collector. If no one is available to collect

your child, we may have no option but to contact the TUSLA social work child protection team or Gardai.

- We ask that parents/guardians to do not collect their child from the service while under the influence of alcohol. This can lead to embarrassment and worry within the team. If parents/guardians feel that this situation may arise they should arrange for an authorised collector to collect their child.
- In the event of a parent collecting another child a prior arrangement must be made.

Attempted collection by a person who is not on the child's records:

Children should be collected only by the adult/s named on the Collection Authorisation. Should the parent/guardian have an emergency and neither they nor the collector is available they may nominate an emergency person. This must be done by email or text where a full description of the collector is given. The parents will give the collector a password to use for verification purposes and an ID must be presented. We will verify this arrangement by calling the parent as a double check before releasing the child.

Late Collection of Children:

We understand that sometimes a parent is unavoidably delayed when coming to collect their child. We will ensure that the child receives a high standard of care in order to cause as little distress as possible. Parents/guardians in this situation must contact the Manager to say that they will be late and arrange with staff what to do.

Early Collection of Children:

We have a complete open-door policy. However, ask that parents/guardians to let us know if they will be picking up their child early and if they are in a hurry so we can have the child ready.

Late Drop Off:

We ask that children be dropped off at the correct time to avoid disrupting the group once they have started and so that they child benefits from the full daily programme.

Separated and Divorced Parents:

Married parents are automatically joint guardians of their children. Neither separation nor divorce changes this.

- We cannot refuse either parent to collect their child unless a court order is in place.
- We ask that parents give us information on any person that **does not** have legal access to the child.
- Where custody of a child is granted to one parent, we would ask parents to clarify the circumstances with us. This information will remain confidential and will only be made known to the relevant staff. If there are any legal documents, i.e., custody order, barring order, we would ask parents to provide us with a copy to keep on file.

Attempted collection by a parent who has been denied access in a court order:

- A parent who has been denied access to a child through a court order will not be permitted on to the premises.
- If the parent who has been denied access becomes threatening or violent and insists on removing the child from the service, this will be viewed as trespassing. The service will in this event contact the Local Garda.

By law, an unmarried mother is the automatic guardian of a child born outside of marriage. In some circumstances, unmarried fathers have automatic access. The service should be informed about access rights. Unmarried fathers will automatically become guardians of their children if they meet a cohabitation requirement. An unmarried father who cohabits for 12 months with the child's mother, including 3 months following a child's birth, will automatically become the child's guardian. This provision is not retrospective, so guardianship will only be acquired automatically where the parents live together for at least 12 months after 18 January 2016.

17. Car Parking

- There are no allocated car parking spaces, but they are in Ard Bhaile estate just outside the centre.
- We ask parents to drive slowly and be aware of the children in the area.
- Please do not obstruct neighbours' driveways.

18. Comments and Complaints

We love compliments! You are welcome to make any suggestions, comments, or complaints to the Manager. We believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We will give prompt and serious attention to any concerns about the running of the service. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with any concerns or complaints that are raised. If you wish to make a complaint, please consult the complaints policy. There is a suggestion box located at the main entrance of the crèche for you to leave a suggestion at any time.

Annually towards the end of the school year, all our parents will be given a parent evaluation form to give parents the opportunity to comment, compliment, complain or make suggestions.

19. Confidentiality

We respect the right for all information, records and observations to be treated with respect and with due attention to confidentiality and privacy. Information will not be shared with third parties, unless required under law or Child Protection Guidelines. For more information, please see our full policy on confidentiality and our Child Protection GDPR policy. We also have a Privacy Notice that explains the data that is collected,

stored, shared and retained under the regulations.

20. Equal Opportunities

Equal opportunity for children to learn is a fundamental aspect of this service curriculum. Equality means open access for every child and family to participate in the service's activities. This service is committed to promoting equality of opportunity. We promote equal opportunities through a wide range of policies and procedures that are reflected in the practice of our early years setting.

This service is committed to promoting equality of opportunity:

- ✓ We encourage children to celebrate difference and multiculturalism.
- ✓ We encourage children to show respect for all cultures, religions, races, abilities, disabilities, and genders.
- ✓ We help children to become empathetic and considerate to their peers.
- ✓ We foster a sense of fairness and respect, and we will challenge any discrimination.
- ✓ We nurture each child's identity and self-concept.
- ✓ We try to use our curriculum and equipment to encourage acceptance of all others, irrespective of cultural background.
- ✓ Children will be discouraged from gender stereotyping.
- ✓ Boys and girls are to have equal opportunity and be actively encouraged to use all activities.
- ✓ Any discrimination (language, behaviour or remarks) by children, parents/carers or staff/volunteers is unacceptable in our service.
- ✓ We aim to show respect for and awareness of all major events in the lives of the children and families in the service and in the wider society.

Note: We are always delighted to learn about different cultures and to celebrate diversity. If you can help us in this regard, please let us know.

21. Supporting Positive Behaviour

We believe that children should be encouraged to grow and develop to their full potential in a suitably planned environment. The children will know what is expected of them, and where clear limits are set, appropriate to their age and stage of development and any special needs they may have.

We have a comprehensive policy available on request.

- We want your child to enjoy his or her time with us.
- We believe in children's ability to control their own lives, to make choices and accept responsibility for their actions. It involves guiding children on what they can do and explaining why they shouldn't do certain things and what they might do instead.
- We use a positive approach to behaviour management and encourage good

behaviour.

- Respect, love and consistency, help build young children's self-esteem and self-discipline. We can help children avoid inappropriate behaviour by helping them understand rules and guidelines. We generally focus on 'what to do' rather than 'what not to do'. When children do something inappropriate, we help them look at the consequences of their actions and think about what they can do to make things better.
- The role that parents play, especially parents is crucial to the success of our behaviour guidance approach. Parents/carers will be provided with regular opportunities to contribute to the development and review of their child's behaviour guidance plan.
- Our interactions with children are aimed at promoting their well-being and development. Lots of interesting activities are provided for each child and any inappropriate behaviour is dealt with sensitively and appropriately without threats or punishment.
- We encourage children to respect themselves, each other and property. We aim to provide a happy, caring environment with challenging activities.
- In the case of a particular incident or persistent unacceptable behaviour we always discuss ways forward with parents.
- On very rare occasions and where, together with parents, we have worked to resolve a severe behavioural issue we may have to terminate the place. This is a last resort, and such decisions will be made in the best interest of your child and other children attending the setting.

22. Observations and Assessments

In order to plan, prepare and organise for good quality care and education, adults need to observe children, review and evaluate the curriculum regularly and maintain systematic records. By observing how children respond to activities, staff will be able to evaluate if the activities and resources they have provided meet the needs of all the children and helps them to plan a broad, balanced and appropriate curriculum. Observations also enable staff to provide challenges and extensions so that each child is able to progress. All observations / records / assessments will be treated with confidentiality. Sharing observations with parents/carers strengthens the partnership between the home and the service, giving understanding and information and allowing staff and parents/carers to do their best for each child. I.E. P's (Individual Learning Plan) are done for each child. Self-care plans, Aistear Journal. During the settling months of August and September there will be no observations and assessments paperwork completed.

23. Health and Safety

The safety and wellbeing of every child attending our service is paramount. For the full risk management policy and health & safety policies consult the full policy and procedure document. We will assess any potential risks to the safety of the pre-school children, employees or visitors attending the school, and will take the necessary steps to either eliminate those risks or mitigate them.

24. Child Protection

The full and comprehensive Child Protection Policy is available. Please ask the Manager for details.

We have a duty to care for every child attending our service. We will follow *Children First: National Guidance for the Protection and Welfare of Children and Our Duty to Care* published by the Department of Health and Children in this regard. This details our responsibilities and outlines the reporting procedures that we use if we are concerned about the welfare of a child.

All staff in the service are vetted through the Garda vetting unit and have the correct qualifications to work with children. We act to protect children from harm, which may arise. It is our duty in this case to question the cause of any behaviour, bumps, bruises or unusual markings. Our main concern in the service is to safeguard and protect the welfare of children. We have a responsibility to identify report and record any suspicions of child abuse to Tusla the child and Family Agency. We have a responsibility to respond to all child protection concerns.

*CCTV: There is CCTV throughout the building for the protection and safety of the Children and the staff. Video footage can only be viewed by management and administrative staff members.

Child Safeguarding Statement

The welfare of the child is paramount to us. Therefore, we want to make sure that the children in the service are protected and kept safe from harm while they are in our care. We do this by:

- ✓ Making sure that our staff and students are carefully selected, trained and supervised.
- ✓ Having procedures to recognise, respond to and report concerns about children's protection and welfare.
- ✓ Making sure all staff are Garda vetted prior to engagement.
- ✓ Having clear codes of behaviour for management, staff and students.

- ✓ Having a procedure to respond to accidents and incidents.
- ✓ Giving parents/guardians, children and staff information about what we do and what to expect from us.
- ✓ Letting parents/guardians and children know how to voice their concerns or complain if there is anything they are not happy about. Having a procedure to respond to these complaints.
- ✓ Having a clear reporting procedure to be followed should a staff member have a concern about a child with regard to *Children First (2017) and The Children First Act 2015*.
- ✓ Having a procedure to respond to allegations of abuse and neglect against staff members.
- ✓ Having a system where the policy and safeguarding statement is reviewed annually by the Management.

Copies of our full Policies and Procedures are available to all parents. Please ask any member of staff

The Designated Liaison Person is Ciara McCarthy and onsite Deputy Designated Liaison Person is Wendie Sexton and their contact details will be displayed on the Parent's Notice Board. All our staff are mandated to report any concerns of abuse.

25. Healthy Eating

The service promotes healthy nutritional choices. We always sit with the children and supervise them when eating and drinking snacks or meals. Snack time will be enjoyed, and socialisation and interaction encouraged. Children are encouraged to feed themselves as appropriate to their age and stage of development.

Please let us know if your child has an allergy or dietary/religious/cultural food preferences. Cultural and religious dietary habits are respected. Parents/guardians are requested to provide details of foods that children can or cannot eat.

If your child has a severe allergy that requires medical intervention (e.g., epi-pen) we will develop an emergency care plan with you and ensure our staff are trained in medication management. If children attending have a severe allergy to a food such as nuts parents will be asked to exclude this from their lunchbox. Some children are allergic to peanuts/nuts. We request that parents/guardians do not include these in their child's snack.

For children who bring own lunch:

- Parents provide small lunchtime snacks.
- We do not allow fizzy drinks, sweets, chocolate, crisps, popcorn, nuts or nut spreads.
- Food portions will be age and stage appropriate.

- Healthy eating is promoted through an arrangement of activities for the children including play, stories, music, outings, cookery etc.
- Uneaten food will be sent home each day so that you as a parent are fully informed of your child's choices and portion size.
- If you would like any support in relation to healthy lunches, please contact the childcare staff.

Lunches:

It is important that adequate and suitable, nutritious and varied food/drink is available for each child, and we ask parents/guardians to become familiar with the following:

Meal and Snack definitions and sample Lunch Box Ideas:

- 1 food from all 4 groups is suggested:

Protein:	Meat, Poultry, Fish, Eggs, Beans, Pulses
Carbohydrates:	Potatoes, Pasta, Rice, Bread, Scones, Crackers, Milk, Pudding etc.
Dairy:	Milk, Cheese, Yogurt, Custard, Milk, Pudding, etc.
Fruit/Vegetables:	Chopped up seasonal fruit kept in an airtight container. Strawberries, Raspberries, Grapes, Mangoes, Kiwis, Apples, Oranges, Variety

Lunch Box Ideas:

Sandwiches, Baps, Wraps, Multigrain rolls, Crackers with suggested fillings, Lettuce, Tomatoes, Cheese, Coleslaw, Turkey, Ham, Beef, Corn Beef, Jam, preserve to include foods from each of the food groups as suggested by the HSE.
Chopped up seasonal fruit kept in an airtight container. Strawberries, Raspberries, Grapes, Mangoes, Kiwis, Apples, Oranges, Mandarins, Melon, Peaches, Nectarines, Plums
Drinks: Low Sugar Juice Drinks, Smoothies, Milk, Water, 100 per cent fruit juice, diluted 1:5 parts. No fizzy drinks allowed
Treats: Ryvita fruity crackers, cheese cut up in cubes, plain biscuit, fruit cake, homemade biscuits/scone.

Snack Definitions:

- 1 food from 2 of the 4 food groups

Fruit and Dairy:	Glass of milk and handful of raspberries
Dairy and Carbohydrate:	Cheese cubes and salt free crackers
Carbohydrate and Fruit:	Halved cherry tomatoes and bread sticks
Protein and Carbohydrate:	Salmon on brown bread fingers

Drinking water is always available.

Parents/guardians will know if children have not eaten their lunch, as the lunch box is sent home with the uneaten food. We will inform parents/guardians if we are concerned or if they haven't eaten well.

Lunch Box portions:

We advise parents/guardians to use their child's 'cupped' hand as a good indication of recommended portion size.

Babies:

Parents/guardians are required to supply baby formula bottle made up and appropriate baby foods.

26. Outdoor Play

Outdoor play is essential to early childhood development. Children learn social skills by interacting with other children, with adults, and even with objects and natural materials found in the environment. The outdoor environment exposes children to opportunities to explore, question, and develop theories about how things work. Negotiation, language, and cooperation are all skills that develop through a well-planned outdoor curriculum. Outdoor play, physical activity and fresh air are important to children's overall health and wellbeing. Outdoor play is an important part of our daily curriculum. We aim to ensure that children play outdoors every day. Our intention, through our outdoor programme is to enhance gross motor skills, co-ordination, balance and body awareness. It also gives children opportunities to socialise freely and use imagination and initiative. We aim for children to experience all elements of Irish weather.

Clothing:

It is important that children are dressed appropriately for outdoor activity. Parents are asked to ensure their children have the appropriate attire for the weather including hats and coats. Spare clothes and sun cream must be supplied by parents, and everything should be labelled. Please supply the creche with a warm jacket that can remain in the creche for the year, for outdoor play.

For health and safety reasons during the pandemic jackets worn outside the creche cannot be brought into the creche.

27. Risk Play

A natural part of children's physical play involves engaging in play that is challenging and somewhat risky. Providing opportunities for all children to encounter or create

uncertainty, unpredictability, and potential hazards as part of their play is extremely beneficial to children's development. This does not mean putting children in danger of serious harm. Good risks and hazards in play provision are those that engage and challenge children, and support their growth, learning and development. These might include being in touch with the natural environment and loose materials that give children the chance to create and destroy constructions using their skill, creativity and imagination. Bad risks and hazards are those that are difficult or impossible for children to assess for themselves, and that have no obvious benefits.

In our setting, we are aware of and alert to possible dangers, while recognising the importance of encouraging young children's sense of exploration and risk-taking. We maintain children's safety, while not unduly inhibiting their risk-taking.

28. Internet and Multi-Media

We recognise that, to children, a variety of multimedia can provide entertainment and education to children, provided that the material listened to, watched or played is age appropriate and supervised and is a very small element of the curriculum provided.

29. Security

- The main door is locked in security reasons and there is no unauthorised access.
- Parents can gain access by pressing the buzzer. Door is protected by key code.
- Parents are requested not to admit anyone else into the service whilst entering or leaving unless they know them and to check that all doors are securely closed behind them, at all times.

30. Accidents and Incidents

If your child is involved in an accident or incident a record will be written up and shared with you. You will be asked to sign these records. Staff members at this service are trained in First Aid and will treat minor injuries. If a child needs to attend hospital a staff member will travel too.

31. Illness and Exclusions

During the pandemic, please follow HSE guidelines. The guidelines are constantly changing and are complicated therefore, every query will require research to see what guidelines are required at that time and the specific circumstances of each case. From time to time a doctor's certificate may be required.

You have entrusted your child into our care, and we aim to ensure this environment is as healthy as possible and we want to minimise your child's risk of infection. We encourage you to get your child immunised according to the HSE recommendations. Children with the following cannot be admitted to the service:

- Chicken pox, Slapped cheek and conjunctivitis

- Chicken pox-when scabs are dry usually 5-7 after appearance of rash.
 - Slapped cheek-no longer infectious when rash appears.
 - Conjunctivitis- exclusion until after antibiotics after 48 hours
 - All above children need to be well.
 - Our preschool follows HSE guidance, further details available if required.
- Acute symptoms of food poisoning/gastro-enteritis.
 - An oral temperature over 37.5 degrees C. Children that have a temperature will not be allowed to come to the centre and will be sent home. If a child develops a temperature while at the centre and it will not come down the parents will be called, and the child will be monitored, and temperature recorded until their arrival.
 - An earache.
 - A deep, hacking cough.
 - Severe congestion.
 - Difficulty breathing or untreated wheezing.
 - An unexplained rash.
 - Vomiting (in last 48 hours). Children who vomit in the centre and are sent home will not be allowed back into the centre until at least 48 hours has passed.
 - Diarrhoea (in last 48 hours).
 - Complaints of a stiff neck and headache with one or more of the above symptoms
 - Lice or nits
 - An infectious /contagious condition.
 - A child who is on an antibiotic for less than 48 hours

If a child becomes ill at the service parents will be contacted so that the child can be taken home. If, for some reason, the parent cannot collect they should organise an authorised adult to collect their child. All children must provide up to date record of immunisations. Should there be an outbreak of any infectious disease or incident you will be informed.

Head Lice:

Head-lice are very common amongst children. All parents should check their child's head regularly for lice. If there is an outbreak you will be informed. If your child is infected.

WHEN SHOULD MY CHILD RETURN TO SCHOOL/ CHILDCARE?

Chicken Pox When scabs are dry	Conjunctivitis No need to stay out*	Diarrhoea or Vomiting 48 hours after the last episode	Flu 5 days after start of illness	Glandular Fever No need to stay out*
Hand, foot & mouth No need to stay out*	Head Lice No need to stay out*	Impetigo When scabs are dry or 24 hours after starting antibiotics	Measles 4 days after rash appears	Mumps 5 days after swelling appears
Scabies After first treatment	Scarlet Fever 24 hours after starting antibiotics	Slapped Cheek No need to stay out*	Threadworms No need to stay out*	Whooping Cough 5 days after starting antibiotics or 21 days after start of illness

This information is based on the Management of Infectious Diseases in Schools guidance document. *No need to stay out if child is well but school or childcare provider should be informed.

32. Medication

We do not routinely administer 'Calpol' or other non-prescription/prescription medications. We only administer medicines with the correct signed permission.

Medicines must only be brought into this service for administration by the staff when it is essential. This means where it would be detrimental to the child's health if it were not to be administered. Medicine should be in its original container with the doctor's instructions. We cannot administer medication without its original packaging. We cannot administer medication not licensed for the age of your child or where the instructions are not written in English.

All medications will be kept in a locked cabinet for safety reasons.

If your child has an allergy or a medical condition such as diabetes, epilepsy etc. you will be asked to complete a medical emergency care plan.

33. Fire Safety

All our staff are trained in fire prevention and evacuation. Your child will participate in monthly fire drills. The Designated Fire Safety Person is Ciara McCarthy

34. Photographs and Other Recordings

We occasionally take photographs or video recordings of the children, and these may be displayed within the service. You will be required to give consent to allow this.

- Parents are only permitted to take photos or video record of their own child at the discretion of the Manager.
- You will be asked to sign a photo consent form upon registration.
- We will dispose of photos in accordance with our Child Protection policy.
- Before posting / sharing a photo that includes another child, please attain consent first.

35. Data Protection

Under the provisions of The Data Protection Acts of 1988 and 2003, and the 2016 General Data Protection Regulation (GDPR) this service has appointed a “Data Controller” to manage the storage of personal information about staff, children and families in its computerised and manual records. All data is stored confidentially.

The data controller is Rosella Sheehan

36. Staff

It is the policy of this service to recruit and select the best candidate for any vacant position within our Service. All our staff are qualified, and their qualifications are on display. Our staff are one of the key resources we have in achieving our aims and objectives of providing good quality care to the children in our Service. All are staff are garda vetted and reference checked. We are committed to the training and development of staff to meet and exceed your expectations.

Creche Coordinator:	Ciara McCarthy
Senior Childcare Educator:	Wendie Sexton
Childcare Educators:	Rachel Bowen

To ensure the operation of the crèche staff from both services work in both locations as required.

Newbury Manager:	Rosella Sheehan
Admin Coordinator:	Valerie Hourigan
Family Support Coordinator:	Deirdre Shanahan

37. WITHDRAWAL FROM THE SERVICE

Parents/guardians sign up to agree in the Parents/guardians Fee Agreement Form that they will:

- Give 4 weeks' notice, in writing, that the child/children are leaving the service.
- Management also reserves the right to request that the Parent/Guardian withdraw their child/children from the service if they are not 'settling in' or adapting to the environment. The Management agrees to give two weeks' notice of this to the Parent/Guardian so that they can make alternative arrangements.

And finally, ...

We would like to thank you for choosing us for your child's early education and we assure you of our best attention at all times.

38. Privacy Statement

We respect your privacy and your rights to control your personal data and your child's personal data. We will be clear about what data we collect and why we collect it. This privacy statement explains the personal information we collect from you, why we collect it, how we will use it and how we protect it. The reference to personal data in this privacy notice applies to the personal data of you and your child.

Newbury House Childcare collects personal data about you and your child in order to provide a care and education service to your child. By registering your child for our services at Newbury House Childcare you agree to the use of your personal information as described in this Statement.

Newbury House Childcare is a Controller of the personal data you (the data subject) provide us. We collect the following types of personal data from you, about you and your child:

Personal Data: your child's name, date of birth, your address, contact details of adults authorised to collect your child, PPS number and social welfare status.

Sensitive Personal Data: health and medical needs of your child, race, ethnic origin, religion, biometrics (where used for ID purposes).

The Application form includes name, date of birth, and contact details of the child and his/her family for the purpose of adding the child to a waiting list. This will be kept for the duration of the waiting list and will be destroyed when the waiting period expires, or the child is removed from the waiting list by the parent/guardian.

The Registration Form 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. Because of the sensitive nature of much this information, you will be asked to confirm

your consent for us to collect and hold the information before it does so. We also ask you for other permissions regarding other data such as photographs etc.

In addition to this, the Service will, at your request and again with your consent, gather additional information on your nationality, religion, and ethnic origin, if you believe this to be an important factor in providing the appropriate care and support for your child.

The registration 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 this on the enrolment form.

The Funding Form may collect personal data including your PPS number and your social welfare status. This is only collected to allow us process funding applications on your behalf to allow you access subsidies or free care and education for your child (where eligible and applicable).

Why we collect your personal data:

The Service needs your basic personal data to provide you with its services in line with this overall contract. The Service will not collect any personal data from you it does not need to provide and oversee this service to you.

We use the personal data you share with us in the child record form, so we can communicate with you, to provide care and education for your child and for the purposes of administration.

We will also ask for information about who has parental responsibility for your child and any court orders pertaining to this. We will also request information on adults authorised to collect your child. This is required to ensure the safety of your child while they are attending Newbury House Childcare.

Sensitive personal data includes medical information/instructions about your child, this would be required in case of emergency or if medication needs to be administered. Sensitive personal data also includes religious beliefs, we collect this information so we can respect religious festivals, days and events.

What the Service Does with Data/Disclosure:

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:

- The relevant funding bodies such as DCYA, Pobal, and the Childcare Committees,
- Regulators such as TUSLA or the Revenue Commissioners,
- Inspectors (TUSLA, Department of Education and Science and Health & Safety Authority), or
- External personnel such as HR contractors, accountants and professional advisors.

The Service has a Data Protection Policy in place to oversee the effective and secure processing of your personal data.

How Long the Service Keeps Data/Retention Period and Criteria Used:

The Service will keep your and your child's personal data for as long as he or she remains within the Service, and for the period afterwards required by the relevant statutory and legislative guidelines that apply. More information on the Service's retention procedures can be found by contacting the Manager directly at the addresses given below.

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.

If at any point you believe the information the Services processes on you is incorrect, you may request to have it corrected. You can contact the Manager at the address shown below. If you wish to raise a complaint on how the Service has handled your personal data, you can also contact the Manager.

Data Controller: Newbury House Family Centre CLG

Contact Points: Rosella Sheehan – Newbury House 021-4507999

Ciara McCarthy – Baile Beag 021-4506977

Manager: Newbury House Family Centre CLG, Rosella Sheehan

Data Protection Contact: Newbury House Family Centre CLG, Rosella Sheehan

Old Youghal Road
Mayfield
Cork
021-4507999
admin@newburyhouse.ie

If you are not satisfied with our response or believe the Service is not processing your personal data in accordance with the law, you can complain directly to the Office of the Data Protection Commissioner at:

Email: info@dataprotection.ie

Postal Address: Data Protection Commissioner

Canal House

Station Road

Port Arlington

R32 AP23 Co. Laois

Baile Beag – Newbury House Family Centre CLG

PLEASE SIGN and RETURN THIS SLIP

I have read the Parents Handbook and I agree to abide by the conditions therein.

I am aware that this service has comprehensive policies and procedures and that these are available to read upon request.

I have been given a copy of the Privacy Statement

Child's name is: _____

Date commenced at: _____

Parents Name(s) (Block Capitals) and signature(s):

1. _____

2. _____

Dated: _____