

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: Newbury House Family Centre, Old Youghal Road, Mayfield, Cor

Phone number: 021-4507999 & 083-8440693

Email: admin@newburyhouse.ie

Website: www.newburyhouse.ie

Manager: Rosella Sheehan

Facebook: Newbury House

CONTENTS:

- 1. Children’s Charter**
- 2. Details of Service**
- 3. Our Facilities**
- 4. What you Should Bring for your Child**
- 5. Curriculum**
- 6. Homework Policy**
- 7. Summer Camp**
- 8. Admission and Enrolment**
- 9. Clothing**
- 10. Allergies**
- 11. Attendance**
- 12. Children with Additional Needs**
- 13. Fees**
- 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. Outings**
- 27. Outdoor Play**
- 28. Risk Play**
- 29. Internet and Multi-Media**
- 30. Security**
- 31. Accidents and Incidents**
- 32. Illness and Exclusions**
- 33. Medication**
- 34. Fire Safety**
- 35. Photographs and Other recordings**
- 36. Data Protection**
- 37. Staff**
- 38. Withdrawal from the Service**
- 39. Privacy Statement**

Welcome to Newbury House Preschool

Welcome to Newbury House Preschool. We are committed to providing an early care and education service of the highest standard. We are registered with Tusla - The Child and Family Agency. Trained, motivated and friendly staff are the cornerstone of 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.

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 Newbury House Preschool

Leslie O'Connor
Preschool Coordinator

Rosella Sheehan
Manager

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

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.

The Centre 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.

Newbury House has the following services.

- Baile Beag – 8:50 -12:50pm & 1:10pm – 5:10pm Monday to Friday. 48-week childcare service catering for 1 year to preschool age children. Capacity 15 children daily
- Newbury Preschool – 9am -5.00pm. 44-week service. We cater for children aged 2 ½ years – school age. Capacity. 22 children in the morning and 16 in the afternoon.
- Mayfield Arts – educational classes, workshops, programmes both onsite and offsite in the area of Arts and horticulture.
- Family Centre – family support services including counselling, mental health, health related workshops, classes and programmes, venue for Mayfield Women’s shed, overeaters anonymous, quit smoking programmes and much much more.
- This service is a community-based service operated by the Board of Directors and managed by Rosella Sheehan.

KEY PERSONNEL:

Family Centre Manager	Rosella Sheehan
Preschool Coordinator (Person in charge):	Leslie O'Connor
Deputy in the absence of Preschool Coordinator:	Sarah O' Brien
Health and Safety Officer:	Rosella Sheehan
Fire Officer:	Leslie O'Connor
First Aid Co-ordinator:	Sarah O' Brien
Designated Liaison Officer:	Rosella Sheehan
Deputy Designated Liaison Officer:	Leslie O'Connor
Data Controller:	Rosella Sheehan

Communication:

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

- To WhatsApp the preschool number 0838440693 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.
- 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:	9am -5:00pm
No of Weeks per year opened:	45
Closures:	August
Capacity:	22- 9am-12pm & 1-4pm. 16: 12-1pm & 4-5pm
Age Range:	2 ½ years to school age
Ratios:	<p>Sessional</p> <p>2.6 – 6 years: 1:11</p> <p>Full-Day and Part-Time Care</p> <p>2 – 3 years: 1:6</p> <p>3 – 6 years: 1:8</p>
Curriculum:	Play-based Emerging. High scope
Funding Schemes Offered:	The FREE two-year preschool programme (ECCE) CCSP. National Childcare Scheme AIM. Limited availability for 1 to 1 support for child.
Address:	Newbury House Family Centre, Old Youghal Road, Mayfield, Cork
Phone Number:	021-4507999 office & 083-8440693 preschool Manager 083-3328442
Email:	admin@newburyhouse.ie childcare@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
- We aim to provide a range of learning opportunities for children through the High/Scope programme

3. Our Facilities

- Large fully fenced, well-equipped outdoor space.
- Playground with safety surface
- 3 large, bright, spacious rooms
- Healthy and nutritious food cooked on-site.
- Trained and qualified staff

We have the following rooms: preschool room, arts room, quite/dining room, changing area.

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:

- A full change of clothes
- Sun hats and suncream
- Rainwear, hats, gloves, and wellies for outdoor play
- Any prescribed medications

What not to bring

We do not 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 Siolta 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, 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 Newbury Preschool

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 High/scope 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. High/Scope promotes independence, responsible and confident children. High/Scope supports our equal opportunities policies.

The implementation of the High scope approaches involves the following.

ACTIVE LEARNING

Children will be involved in direct, hands-on experience with people, objects, ideas, and events.

Teachers will share control and initiative with children.

Children will have the freedom to choose their own materials.

Decide how they want to use them and explore all materials.

ADULT CHILD INTERACTION.

Adults observe and interact with children at their level to discover how each child thinks and observe with each other.

Adults interact with children in ways that empower children to take control of their own learning.

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

The daily routine is on the wall in a written format and in a wall chart, the wall chart is done in paintings of symbols such as, a phone for greeting time and a book for large group time this enables children to understand what is happening next and see their routine.

The daily planning sheet is also up on the parents notice board, this enables parents to find out the day's activities, messages, and if any changes occur. Also, on the notice board each key workers group of children so if any parents have a query about their child, they can easily see who their child's key worker is.

Each day follows a sequence of events providing consistency.

GREETING TIME

Tabletop work, busy breaks, and exercise

BREAKFAST TIME/STORY TIME

PLANNING TIME

Children pursue own interests.

Make plans.

Follow them through.

DO {WORK} 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

REVIEW TIME

Children reflect on their plans, talk about, and show what they done.

Children are using their memory skills,

Bring closure to PLAN – DO –REVIEW.

SMALL GROUP TIME

Staff each have a consistent small group [6 in each group]

Staff will follow children's interests and materials.

ACTIVITIES WILL INCLUDE

Lego
Jigsaws
Art
Pegboards
Board games
Play dough.

LARGE GROUP TIME

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

ACTIVITIES WILL INCLUDE

Games
Musical instruments
Songs
Plays
Stories
Art

LUNCH TIME

Children share a nutritious food and interesting conversation; a relaxed family style is promoted currently.

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

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. All children under CCSP and National Childcare Scheme funding are automatically enrolled. All ECCE children must book places.

7. Admission and Enrolment

We aim to be clear and transparent about our enrolment policy.

- Priority will be given to siblings of children attending our service. Places are then allocated on a first-come, first served basis.
- Priority will be given to children referred from TUSLA or other National Organisations
- A waiting list is established when all places are taken and child at top of the list is given first available place depending on availability for the type of place required.

- 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.
- Parents/guardians are required to complete the Registration Form.
- All details regarding a child must be completed and any relevant important information or specific diet or health requirements must be noted.
- Children must be toilet trained before starting the ECCE free preschool programme.
- A deposit of €30 is payable to hold the free ECCE place. This is refundable one month after the child is successfully registered.
- A deposit of €30 is payable of full and part-time places. This is refundable one month after the child is registered and funding from POBAL is approved.
- We ask you to clarify any guardian or custody information that may be relevant at Registration.

8. Clothing

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

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 for the efficient running of the service that you inform the Manager if your child is unable to attend the service and follow up with a telephone call to inform the Manager 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. Continued failure to attend may result in your child's place being withdrawn.

Absence is dependent on funding stream.

ECCE 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.

CCSP registered children: If a child is absent for 2 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.

NCS (National Childcare Scheme) 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 or ECCE eligible children only**. This is the only One Adult to One Child option our service has available and approval from Better Start HSE is required. Spaces are limited.

AIM is only available during free preschool weeks. It is not available during the additional weeks that Newbury provides.

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

- Fees must be paid weekly in the office.
- Fees must be paid by cash or bank transfer.
- 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 for full-time children and €30 for part-time children is taken in advance when a child is given a place. Deposits are refunded one month after funding is approved.
- A deposit of €30 is required for ECCE places which is returned 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 change as your awarded subsidy may change during the year due to child's age or families change of circumstances.

Optional Fees

- Once off summer tour. At least one-month prior notice will be given of tour and related cost. Approximately cost will be €25 per child.

Photographs

- A professional photographer will come to preschool late during the school year and take photographs of your child and classmates.
- Photographer will send you proofs of photographs and if you wish to purchase photographs, money can be sent in the envelope provided and photographs will be returned within a fortnight.
- This is a private and optional arrangement between parents and professional photographer.

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 Preschool:

- 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 day.

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 the children in our care are always the 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 Preschool Coordinator Leslie O'Connor 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, 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.

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 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.

Initially children will attend preschool 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 preschool.

16. Attendance, Arrival and Collection

Attendance:

It is essential for the efficient running of this service that you inform the Manager if your child is unable to attend the service and follow up with a telephone call to inform the Manager 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 by the side gate. Ring either the buzzer “Newbury Preschool” or “Newbury Office”
- 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.
- Parents are asked not to be on their mobile when dropping or collecting their child/ren as the preschool staff may need to inform you on important information about your child’s day.
- Please note, no personal mobile phones are allowed to be used within classroom or play area for child protection and GDPR protection. This rule applies to both staff, parents, and visitors. Note: Only company mobile is allowed in the rooms/area.
- Parents/guardians are asked to ensure that all external doors and gates are securely closed for the safety of all the children when they leave.
- 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.
- 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 preschool for the following reasons:
 - Preschool 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 always led with a support of an adult. 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 preschool 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. 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. Photographic Identification may be required for proof of age.
- 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 Authorization. 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 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 is a car park on the street.
- 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. A suggestion box is in our kitchen area for you to drop in with your suggestions etc. 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.
- We use a positive approach to behaviour management and encourage good behaviour.
- 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

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 can 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. During the settling months of 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.

The Designated Liaison Person is Leslie O'Connor and Deputy Liaison Person is Elaine Sheehan and Danielle Walsh and her 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.

For Full Day Care:

- We provide nutritious means supplied by Vanwich Catering
- A variety of foods is selected from each of the four main food groups every day:
 1. Bread, cereals, rice, pasta, and potatoes
 2. Fruit and vegetables
 3. Milk and dairy foods
 4. Meat, fish, and alternatives

- A Menu planning sheet will be used weekly to plan meals listing ingredients and allergens.

For sessional children 9-12pm & 1-4pm

- Breakfast (morning session) and Healthy snack will be provided.
- Afternoon Children will be provided with Healthy snacks and drink.
- 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.

For Part Time Care – 9am -1pm & 1-5pm

- We provide nutritious meals supplied by Vanwich Catering
- Breakfast and healthy snack

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:

- 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

Drinking water is always available.

We will inform parents/guardians if we are concerned or if they have not eaten well.

26. Outings

It is part of the child's development to experience fresh air and access a variety of outdoor experiences. This service is committed to planning and undertaking appropriate supervised outings. The location for the outing will be familiar to staff and a risk assessment will be carried out prior to the visit with the children. Parents are always notified in advance and are required to complete an Authorization form.

27. 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 daily. 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.

In Newbury we have both a structured and natural play areas.

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

28. 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.

29. 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.

30. Security

- The doors of our preschool are locked in security reasons and there is no unauthorised access.
- 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, always.

31. 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.

32. 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:

- 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.

33. 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.

34. 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 Leslie O'Connor

35. 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 their own child at the discretion of the Preschool Coordinator
- You will be asked to sign a photo consent form upon registration.

- Included in the Child Registration Forms are optional consents to allow uploading to Facebook, carrying out observations etc.
- We will dispose of photos in accordance with our Child Protection policy.

36. 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

37. 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.

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

Preschool Coordinator:	Leslie O’Connor
Senior Childcare Worker:	Sarah O’Brien
Childcare Workers:	Alan O’Riordain Hazel Murphy

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

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

38. 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 always assure you of our best attention.

39. Privacy Statement

Your Personal Data - What the Service Needs:

Newbury House Family Centre CLG is what is known as the 'Controller' of the personal data you provide to it. We take your privacy seriously 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 collect a variety of personal data to be able to deliver the service requested by you. Most of this data is captured on an enrolment form or on the forms required to obtain government funded fees or fee subsidisation (where applicable).

The Booking/Enquiry form includes name, 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 Enrolment 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 enrolment 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 the Service Needs Data/Purpose of the Processing:

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.

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 (Human Resources) 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 – Office

Leslie O'Connor - Preschool

Newbury Manager: Rosella Sheehan

Preschool Coordinator: Newbury Preschool – Leslie O'Connor

Data Protection Officer: Newbury House Family Centre – Rosella Sheehan

Newbury House Family Centre CLG

Old Youghal Road

Mayfield

Cork

T23 C3FW

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

Newbury Preschool

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: _____