

# Baile Beag-Newbury Parent/Guardian Handbook

See also the main Policy Folder Document for further information.

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

<b>Address:</b>	<b>Ardbhaile Community Centre, Old Youghal Road Mayfield, Cork. T23AH56</b>
<b>Phone number:</b>	<b>021-4507999 &amp; 083-0933364</b>
<b>Email:</b>	<b>admin@newburyhouse.ie</b>
<b>Website:</b>	<b>www.newburyhouse.ie</b>
<b>Manager:</b>	<b>Rosella Sheehan</b>
<b>Childcare Coordinator</b>	<b>Leslie O'Connor</b>
<b>Room Leader</b>	<b>Sandra O'Mahony</b>
<b>Facebook:</b>	<b>Newbury House</b>



**Newbury House**  
*Family Centre*

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## 1. **Welcome to Baile Beag / Newbury House**

We at Baile Beag Community Childcare would like to thank you for choosing our service and welcome you and your family to ours. Our aim is to create a safe, secure, fun and enriching environment for all children between the ages of 18 months to 2.5 years for the Árdbhaile community and surrounding areas.

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

We offer a quality service and stimulating environment which will help the holistic development of your child i.e. physical development, intellectual development, language development and social and emotional skills. These will be achieved through a planned play-based curriculum.

We have a comprehensive set of policies and procedures that our staff, parents and guardians are obliged to adhere to. This handbook is a shorter version of the main document however you are welcome to read this document at any time. Just ask us!

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

Please do not hesitate to contact us if any information provided needs to be clarified or if you have any queries.

*Thank you for choosing Baile Beag / Newbury House*

Sandra O'Mahony

Room Leader

Leslie O'Connor

Childcare Coordinator

Rosella Sheehan

Newbury House Family Centre Manager

## **2. Children's Charter**

- ✓ *Children's welfare and their rights to a secure, healthy and happy childhood are paramount*
- ✓ *The experiences children receive in their early years are vitally important in terms of their future development*
- ✓ *Children have a right to anticipate that all adults will protect, respect and safeguard their rights as well as make sure that their wants, needs and feelings are taken into account*
- ✓ *Children should be encouraged to make age-appropriate decisions and to acquire a sense of personal responsibility for their actions*
- ✓ *Discrimination against children, parents and guardians is unacceptable especially when it comes to a person's colour, age, race, religion, gender, background or disabilities*
- ✓ *Parents and guardians should be recognised and respected first and continuing educators*

### **3. Baile Beag - Details of Service**

Newbury House Family Centre CLG was opened to the public in 1986 and it there to provide support and services to the local people of Mayfield and surrounding areas. Our aim is to improve the standard of living by providing confidential, non-judgmental and helpful services to families and individuals.

Newbury House is a nonprofit organisation and is managed by a voluntary committee of local people. The centre employs a Manager and a project administrator who are responsible for the running of the centre.

Newbury House offers the following services for the local community to avail of:

- Baile Beag Creche 48 week service catering for 1 years to 3 years
  - Times 08:45 – 12:45 (15 children)
  - Times 13:30 – 17:00 (15 children)
- Newbury House Preschool 45 week service catering for 2 ½ to school age
- Capacity is 22 children in the ECCE sessions – 09:00 to 12:00 and 13:00 to 16:00  
Capacity is 16 children for the 12:00 to 13:00 session
- Capacity is 8 to 16 children in the 16:00 to 17:00 term/non term session
- Mayfield Arts Centre - Educational Classes, Workshops, Arts and horticulture programmes both on and off campus
- Family Centre – family support services including counselling, play therapy and art therapy. TUSLA Meitheal, supervised access, family and family support. City Wide family link work with Traveller families with children 0-5 years. Health related workshops, classes and programmes, venue for Mayfield Women's shed, overeaters anonymous, parenting programmes and much more

These services are community based and are operated by the board of directors which is managed by Rosella Sheehan.

### **Objectives**

- To provide a quality child centred childcare service.
- To empower children through their own learning
- To recognise parent/guardians are the primary educators and work in partnership with them
- To ensure our environment is planned and well organised in a way that suits the different needs of each individual child while adhering to health, safety and hygiene policies
- To promote a positive atmosphere where children, parents/guardians and staff are treated with respect
- To provide childcare to children with additional 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 deliver a quality care and play based curriculum which addresses children's well-being, identity and belonging, communication and exploring and thinking in line with Aistear
- We aim to provide a range of learning opportunities for children through High/Scope programme
- To work with the Siolta National Quality Framework for Early Childhood Education by following it's 12 principles of quality and the 16 standards within it's framework
- To make Baile Beag accessible to all members of the community
- To operate within the Childcare Act (1991), Childcare (Preschool Services) (No 2) regulations (2006) and the National Standards for Preschools (2010)
- Newbury always extends a warm welcome to parents/guardians. In order to provide feedback at the end of each day/week and make sure that parents/guardians are informed of ongoing changes to our policies and procedures, we make an effort to exchange information and speak with them directly

## ***Key Personnel & Information***

Newbury House Manager	Rosella Sheehan
Childcare Coordinator	Leslie O'Connor
Room Leader (Person in charge)	Sandra O'Mahony
Health and Safety Officer	Leslie O'Connor
Fire Officer	Sandra O'Mahony
First Aid Coordinator	Sandra O'Mahony
Designated Liaison Officer	Leslie O'Connor
Deputy Designated Liaison Officer	Sandra O'Mahony
Data Controller	Newbury House Family Centre CLG

## ***Service Communications:***

Staff at drop off and or collection times are busy and are limited to short quick discussions. During class time staff are not readily available for instant replies but your messages will be replied to as soon as possible.

Should you need more than a brief or fast exchange of information, please schedule an appointment with our staff. Both Newbury House and Baile Beag use WhatsApp or Email:

To WhatsApp the preschool number 0838440693 or Creche 083-0933364 When requiring information around the daily care of your child.

- WhatsApp Newbury House on 083 3328442 for information relating to fees or subsidies or via email [admin@newburyhouse.ie](mailto:admin@newburyhouse.ie)
- Leslie O'Connor direct phone number: 0838271016
- To WhatsApp 0833328442 when requiring information around subsidies or fees.
- Reception will WhatsApp fees sheets from 0838198724.
- 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:

Opening Hours	08:45 – 12:45 / 13:30 – 17:00
Weeks opened per year	48 Weeks
Closures	Christmas and August
Capacity	15 – Morning Session 15 – Afternoon Session
Age Range	1 – 3 years
Ratios	Part Time Care 1 – 2 years: 1:5 2 – 3 years: 1:6
Sleep Ratio	Max 3 cots Under 18 months: 2 cot/floor bed per 3 children Under 24 months: 1 cot/floor bed per 2 children
Curriculum	Play Based Emergent High Scope Guided by Siolta & Aistear Frameworks
Funding Schemes Offered	NCS – National Childcare Scheme
Creche Address	Baile Beag, Ardbhaile Community Centre, Old Youghal Road, Mayfield, Cork. T23AH56
Head Office Address	Newbury House Family Centre, Old Youghal Road, Mayfield, Cork. T23C3FW
Phone	083 0933364 – Baile Beag 021 4507999/083 3328442 Newbury House Family Centre
Email	childcare@newburyhouse.ie admin@newburyhouse.ie

## **4. Our Facilities**

### Our Facilities

- Fully trained and qualified staff
- 2 Large, bright spacious rooms
- Large, fully fenced, well equipped outdoor space
- Playground with safety surface
- Sheltered play area
- Safe set down area
- Safe and secured sleep / relaxation area
- Age-appropriate toilet
- Nappy changing room

## **5. 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 that are appropriate for current season
- 2 dummies/soothers
- Packet of nappies and wipes, creams or powders – you will be advised when the need replenishing
- Any formula in bottles made in advance
- Sun hats and suncream – suncream **MUST** be applied at home
- Warm Coat
- 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.**

## **6. 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 experiences can be in children's lives. Our curriculum aims to encourage active learning, problem solving, effective communication, emotional, creativity and socialisation. The curriculum strives to provide the greatest start in life which will benefit their long-term success.

Our curriculum is a play-based approach and is guided by the principles and standards of Siolta and the National Quality Framework for the Early Years Childhood Education and the principles and themes of Aistear – The Early Childhood Curriculum Framework.

### **Aistear, the Early Childhood Curriculum Framework**

Aistear is Ireland's curriculum framework for children from birth to six years. It assists us to plan for and provide age appropriate, 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. It offers ideas and suggestions on how these might be nurtured. We use the Aistear framework to plan our curriculum.

We also encourage, you as parents/guardians, to research this curriculum framework and the benefits of play to continue the child's holistic development and learning at home.

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. 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 wide range of activities including imaginative play, books & storytelling, music & movement, sand & water, arts 'n' crafts, risk play and energetic play. We promote "messy" play as we believe it has significant benefits for the children. We believe that the "process" of making a piece of artwork is far more important than the end result so make sure to support and praise your child when they present their masterpieces, so remember it was created from their imagination and their wonderful skills.

### ***We do not allow children to have access to the internet or any devices within Baile Beag.***

The implementation of the High Scope approach involves:

#### **Active Learning**

- Children will be involved in active learning, with hands-on experiences alongside people, objects, ideas and events
- The Baile Beag team will share control and initiative with the children
- Children have the opportunity and freedom to choose their own materials
- Children can decide how they want to interact with and explore with different types of materials

### Adult Child Interaction

- The Baile Beag team will observe and interact with the children at their level to discover how each child thinks
- Interact with the children in that way that will empower them to take control of their own learning

### Learning Environment

Our furniture and equipment are arranged in several clearly defined areas of interest e.g. home corner, farm & animals, arts & colouring.

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

Our tables and chairs are age appropriate to allow the children easy access to achieve this.

**Please be advised that our rooms are fitted with CCTV for the protection of both your child and the Childcare team.**

### Daily Routine

Each day the Baile Beag team follows a sequence of events which provides consistency and stability for each child.

- Children are greeted at the main entrance from 08:45 and are encouraged to hang their own coats on personalised hooks and place belongings into their cubbies and then wash their hands
- Free play time at 09:00. Children choose their own activities and are supervised by 1 staff member per section. All children develop differently and the children have the freedom to move around the room at their own pace.

***Children are encouraged to clean up / put away their own work when finished***

- Toast, fruit and/or Liga will be offered at 10:00 to boost energy levels
- Small group time at 10:15 and staff will each have a consistent group and will follow the children's interests and chosen materials
- At 10:30 children will be encouraged to put on their own coats for outside play, they are encouraged to use all of the available equipment and engage in vigorous, noisy and messy play. Adults are committed to participating in these activities and supporting your child's play
- Lunch is offered at 11:00 but children have the option to continue with their "work." They will be encouraged to wash their own hands and choose their seats
- After lunch children can choose to play outside or choose an indoor activity
- 12:45 the session has ended and children will be leaving

**Due to our unpredictable weather, we will try to spend as much time outside as possible, which may depart from our scheduled daily routine.**

### Outdoor play

Outdoor play is essential to early childhood development. Children learn social skills by interacting with other children, adults and even with the different equipment and natural materials found in the outside environment. This environment exposes the children to opportunities of exploration allows them to 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 is vital to the children's overall health and wellbeing. Our intention, through our outdoor programme is to enhance your child's fine and gross motor skills, coordination, balance and body awareness. It also promotes opportunities for the children to socialise freely and use imagination and initiative.

All children should have weather appropriate clothes. Spare clothes can be provided to the team and will be placed in your child's cubby e.g. warm jacket in winter & light breathable clothes for hot summer days.

### 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 that is extremely beneficial to your child's development. *Be assured that this does not mean your child will be placed in danger of serious harm as all children are supervised at all times.* Good risks and hazards in play provision are those that engage and challenge children, support their growth, learning and development.

These might include being in touch with the natural environment and loose materials that offer the 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 these have no obvious benefits and should be avoided.

At Baile Beag, we are aware of and alert to potential dangers, while recognising the importance of encouraging young children's sense of exploration and risk taking. We strive to maintain children's safety while not inhibiting them.

### Messy Play / Sensory play

Messy and Sensory play is the open-ended exploration of materials and their properties. Activities like squishing clay, pouring sand, and sorting stones allow children to repeat and experiment as they like. Children are naturally curious, and messy play engages their senses at a developmental level that is appropriate for them.

Messy and sensory play is extremely important for a child's development. It provides children with an exciting tactile and sensory experience that inspires their curiosity, allows them to explore the world around them and enhances their learning, language and creativity

## **7. Registration, Admissions and Enrolment**

### Registration:

**Please read the following carefully as it contains particularly important information!**

- A childcare place will only be held for a child only once the registration form has been completed in full and returned with a deposit of €30.00. ***If your child has been allocated a place and you choose not to accept it your Deposit becomes non-refundable.*** All other deposits will be refunded one month after your child has been correctly registered on the National Childcare System (NCS) and all documents signed.
- All details regarding your child MUST be completed correctly and other relevant information or specific dietary or health requirements must be noted
- Days attending will be fixed. Childcare services are subject to strict adult to child ratios and enrolments are taken on this basis. Changes will only be facilitated with advance notice and if it does not affect the ratios set out by Tusla under the Creche regulations

### Admissions:

It is the policy of Newbury House Childcare service that Baile Beag is open to all families in our community and surrounding areas. We are committed to operating an open and fair admissions procedure on a “first come first served” basis. Which are as follows:

- Children with siblings already attending the service, agency referrals and local families will be prioritised
- Each child must be at least 12 months when joining the service
- A waiting list will be created when all the spaces are filled
- 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 and capacity per age required
- Spaces are limited and dependant on AGE to ensure that the strict adult: child
- Parents seeking to secure a place must complete the full registration form
- The completed registration form must be returned to the office in Newbury House along with a refundable deposit of €30.00 to secure your child's place
- Children with additional need are welcome based on the resources available to us and any decisions regarding enrolment will be made with the best interest of the child
- We ask you to clarify and guardian or custody information that may be relevant at Registration.

Please be aware that our spaces are limited due to strict Tusla guidelines (Regulation 20: Facilities for Rest and Play) around sleeping arrangements.

- 12 months                      2 cots/floor bed per 3 children
- 18 – 24 months              1 cot/floor bed per 2 children

With this in mind, Baile Beag can cater for a limited amount of 1 to 2 year olds during both morning and afternoon sessions. Should a space become available, the childcare coordinator Leslie O'Connor will assess the waiting list and offer the place to the next age appropriate child on the waiting list.

## **8. Clothing**

In creche we 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 be mindful that Baile Beag is a nut / nut products free service!**  
**Please refrain from adding these to your child's(ren) lunch.**

Please inform the Childcare coordinator, Leslie O'Connor, if your child has any allergies or dietary/religious/cultural preferences. Cultural and religious dietary habits are respected. *Parents/guardians are requested to provide details of which foods their child(ren) can or cannot eat.*

If your child has a serious/severe allergy that requires medical intervention e.g. epi pens, we will develop an emergency care plan with you the parent/guardian and ensure our team are fully trained in medication management.

## **10. 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. **This is not currently available for creches nationally.**

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/>

## 11. Fees

Fees are subject to change according to the relevant funding programme awarded to your family e.g. CCS. Fees are based on Personal circumstances and hours attending. €30 deposit is required, in advance, to secure your child's place once it has been offered. Deposits are refunded one month after funding is approved.

Sessions	Times	Weekly
Morning	08:45 – 12:45	€90
Afternoon	13:30 – 17:00	€81

**Please be advised that a late collection fee of €5 per 5 minutes applies to cover staff costs, this fee will be applied to your weekly fees.**

- Fees **MUST** be paid weekly by cash in the office in Newbury House or via bank transfer
- Monthly fees **MUST** be paid, in full, in advance e.g. paid in December for January
- There are no discounts if fees fall into arrears however a payment plan can be arranged following a meeting with the centre manager – this is not negotiable
- A receipt will be issued upon payment and a photograph of your account will be sent regularly
- Fees must be paid by cash in Newbury House main office or bank transfer. Preschool and Creche have separate bank accounts.
- Fees charged are dependent on subsidy amount and period covered by the Award received. Please note fees may change during the school year due to changes in NCS subsidy changes.

### Non Payment of Fees:

- This may result in loss of placement
- Repeated failure to pay fees may result in suspension or withdrawal of your child's(ren) place until the matter is resolved
- Any delays in payments must be discussed in advance and agreed to by management
- If there is a non-payment of fees over a 2-week period, a meeting may be held between the family centre coordinator and the parent/guardian to discuss the child's placement within the Newbury House Childcare service. If fees continue to be unpaid the child will lose their place and it will be offered to the children on the waiting list.

***Please note – Under the rules of the National Childcare Scheme, if a child persistently under attends (i.e. attends less hours what is subsidised) the registered hours must be reduced. This will result in a subsidy reduction and an increase of weekly fees.***

### Chicks:

It is the parent's/guardian's responsibility to:

- New chicks are provided to the service on time – National Childcare Subsidies cannot be back dated therefore any delays will result in full fees being charged
- Ensure chicks are up to date
- Chicks are approved on parent's portal when claims are inputted by the service
- Maintain attendance requirements as per funding terms and conditions

### **Our service is required to submit weekly claims and attendance to attain funding**

### Reviewing fees:

- Fees are reviewed annually
- Parents/guardians will be informed in advance by Newbury House of any increases to fees
- Increases, if any, will be in response to a change in circumstances, cost of living increases and/or exceptional financial situations

### Payments in relation to Holidays or Illness of child/children

- Parents/guardians will be required to pay for any days/weeks that their child/children do not attend the service
- In the event of a long term, medically certified illness of a child, parents/guardians are advised to keep in regular contact with the manager where further arrangements and supports will be discussed.

❖ Bank Holidays:	Usual fees to be paid
❖ Parents Holidays:	Usual fees to be paid
❖ Sick days:	Usual fees to be paid

### Closure in Exceptional Circumstances:

Full rates will still be charged for the duration of the service shutdown in the event of an extraordinary scenario beyond management's control, such as adverse weather condition, unless the situation persists for an extended length of time.

## **12. Attendance, Arrival, Collections and Late Collections**

### Attendance:

It is essential for the efficient running of the service that you inform Room Leader if your child is unable to attend and you must follow up via phone call or WhatsApp to advise when your child will be returning. As a register of your child's attendance is kept, under attendance could result in subsidised hours being affected (if applicable).

### Absence:

NCS registered children will be classed as a “leaver” on the system if a child has 4 weeks consecutive absence from the service. Should a child be absent for 4 weeks or more (without notice) will result in the place being filled by another child.

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

### Settling In:

Newbury’s Childcare Service is committed to ensure children feel safe and secure in the absence of their parents/guardians. We will therefore endeavour to make the settling in process a positive experience and will work in partnership with parents/guardian to achieve this.

We recognise that in some cases there may be particular difficulties experienced by children, parents/guardians and staff during this time and we are prepared to explore and consider any/all options available and to resolve any difficulties quickly and smoothly.

We understand that this can be a difficult time for both children and parents/guardians so should you experience any challenges in relation to settling your child, we will collaborate with you to make the transition easier.

Initially your child will attend the service at staggered time until they become familiar with their surroundings e.g. 1 hour to progress to 2 hours and so on. This ensures a smooth transition from the home to the service.

### Arrivals:

Due to Health and Safety, the main door will remain closed until 08:45 (morning session) and 13:30 (afternoon session).

- We request that children be dropped off at the correct time to avoid disruptions to the group once they have started
- A member of staff will greet the children at the door and escort them into the classroom
- Each child will be registered upon arrival
- It is imperative that parents/guardians are not on mobile devices as staff may need relay important information regarding your child
- Parents/Guardians are asked to ensure

Arriving on time and attendance for scheduled session is especially important in Baile Beag for the following reasons:

- Pobal fund our creche, per child, per day, per session type – for example – if a 5 day, 4 hour session is funded by Pobal and children under attend our funding is reduced
- Baile Beag curriculum is designed to develop a routine to allow your child to have a choice and build on their interests but most importantly the sessions are child led with supports from staff at all times. The curriculum allows children to form

18<sup>th</sup> August 2025

friendships and by missing planned activities, your child may miss important sections of the daily routine which is important for their holistic development

- Attendance is governed by Tusla and forms part of their inspection checklist

### Collections:

- Parents/guardians can alert staff to their presence by pressing the buzzer on the left hand side of the door and a member of staff will answer them
- Each child **MUST** be collected by the agreed time – 12:45 (Morning session) and 17:00 (Afternoon session).
- Parents/guardians will be asked to submit the name of at least 2 adults who are authorised to collect the child. Should a parent/guardian be late, without notice, to collect a child and is uncontactable, the childcare coordinator (Leslie O'Connor) will contact the named persons for collection. Please make sure you inform your authorised persons of this.
- Children will not be released to any person under the age of 16 – **NO ACCEPTATIONS** or to a person who appears to be incapable of caring for the child. Should this situation arise, the authorised person(s) will be contacted for collection. If no person is available to collect the child, we may have no option but to contact Tusla social work child protection team and/or the Gardaí
- It is imperative that parents/guardians **DO NOT** collect their child from the service while under the influence of drugs or alcohol, regardless of the situation! This can lead to embarrassment and worry within the Baile Beag team. Should this situation arise, the authorised persons will be contacted to collect the child

### Early Collections:

We request parents/guardians inform the team if your child needs to be collected at an earlier time. This will allow the team to have your child ready for your arrival.

### Late Collections:

Due to staff lunches and to maintain the hygiene levels of both the room and equipment parents **MUST**

- Adhere to our arrival and collection times – please be aware that collections start at 12:30 (Morning session) and 16:45 (Afternoon Session)
- A full copy of our Arrivals and Collection policy and procedures can be reviewed when requested

We understand that sometimes parents/guardians are unavoidably delayed when coming to collect their child. The Baile Beag team must be informed so that a plan can be put in place. Baile Beag will ensure that the child receives a high standard of care to reduce stress of the child.

However – continued lateness will result in extra charges being incurred & possible reduction in service.

**The late collection fee of €5 per 5 minutes will apply to cover staff costs, this fee will be applied to your weekly fees. No Exceptions.**

Separated / Divorced parents:

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

- We are unable to deny access to a child by either parent unless a court order had been put in place
- We request any and all information of any person who DOES NOT have legal rights or access to the child
- Where custody of a child is granted to one parent, we would request that parents/guardians to clarify the circumstances with us. This information will remain confidential and will only be shared with the relevant staff
- Any legal documents i.e. custody or barring orders, we would ask parents to provide us with a copy to keep on file again, this information will be kept with the strictest confidence and will only be made known to the relevant staff – please refer to our confidentiality policy which is available upon request

Attempted collections by a person who has been denied access in court order:

By Law, an unmarried mother is the automatic guardian of a child. The service should be informed about access rights.

In some circumstances, unmarried fathers will have automatic access and will automatically become guardians of their child(ren) if they meet a cohabitation requirement. An unmarried father who cohabits for at least 12 months, including 3 months following the child's birth, will automatically become the child's guardian. This provision is not retrospective, so guardianship only be acquired where the parents live together for at least 15 months after 18<sup>th</sup> January 2016

A parent/guardian who has been denied access to a child through a court order will not be:

- Permitted to the service – under any circumstance
- Allowed access to the child
- Have any contact with the child

If a parent/guardian, who has been denied access, becomes threatening or violent and insists on removing the child from the service will be calmly informed of the court order. Should this behaviour continue, it will be viewed as trespassing and Balie Beag will have no option but to call the Gardaí.

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

Children should only be collected by the named persons on the child's collection authorisation form. Should parents/guardians have an emergency and neither they nor the named persons are available an emergency contact, over the age of 16 years, can be nominated. This must be done via email or text where a full description will be included. A password will be created by the parents and shared both with the childcare team and the emergency contact. The child will only be released when the password is supplied and a valid ID is checked. Where possible parents will be asked to validate the ID also.

### **13. Withdrawal from Service**

In the parents/guardians Fee Agreement Form, parents/guardians will agree to:

- Give 4 weeks' notice, in writing, that the child will be leaving the service
- That Management reserves the right to withdraw any child from the service if they are not "settling in" or adapting to the environment. The Management agrees to give 2 weeks' notice of this to the parent/guardian so they can make alternative arrangements

### **14. Working in Partnership with you**

Newbury Childcare Service recognises the importance for parents and early years settings to have a strong and respectful partnership. This sets the scene for children to thrive in the early years. Relationships with parents have always been central to the early years and are linked to our curriculum to incorporate Siolta (standard 3) and Aistear guidelines (building partnerships with parents/guardians).

We are committed to achieving this by:

- Recognising the importance of partnerships with parents/guardians and the central role you play your child's education
- Having an "open door" policy where families are always welcome but where the needs and wants of your child are always our first priority
- Providing regular information about your child's progress and we welcome your contribution – so please, share information with us
- Arrange regular meetings at times suitable to you
- Refer you to our comments and complaints policy should you encounter any problems
- Welcoming any parents/guardians who would be willing to visit us to do an activity with the children, especially in relation to your work or culture. Please contact the Childcare Coordinator – Leslie O'Connor to offer your support in relation to this

Regular exchange of information with parents is important so please inform us of any changes of personal details such as phone number or address.

Parents are requested to refrain from befriending staff and/or students on social media sites and to discuss their child, other children and/or staff. The Baile Beag team will not befriend or accept any requests from parents and we ask you, parents/guardians to support our position.

Newbury House Family Centre arranges numerous workshops, programmes, courses and activities that are open to all our families. Some of these are but not limited to, Art classes, sewing classes, yoga. There are also numerous community events being held. Should you be interested in any of these please contact the office at 021 4507999 to sign up.

We welcome any information on difficulties your child may be experiencing at home such as bereavement, illness, a new baby or a relationship breakdown as any or all these can have a major impact on your child's behaviour.

Should parents/guardians need to be contacted in relation to a concern about behaviour Newbury House Childcare Service is committed to do this in a helpful manner, rather than a complaining one and together we will work to resolve the situation.

## **15. Car Parking**

Please be aware that Baile Beag has no allocated car park spaces but there are spaces in the Ardbhaile Estate outside the centre. As we are in situated in a housing estate, we ask parents/guardians to be extra vigilant for children and residents and to drive slowly when entering and exiting the estate. We would appreciate it, if parents/guardians did not obstruct resident's driveways, cars or double park.

## **16. Comments and Complaints**

We love compliments! You are welcome to make any suggestions, comments or complaints to the childcare Coordinator Leslie O'Connor. We firmly believe that children and parents/guardians are entitled to expect courtesy and prompt, careful attention to their wants and needs. We will provide prompt and serious attention to any concerns about the running of the service. We anticipate that most concerns will be resolved quickly using an informal approach with the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures in place to deal with any concerns or complaints that have been raised. If you wish to make a complaint please consult our complaints policy, which is located in the office in Newbury House. There is a suggestion box situated at the main entrance of Baile Beag should parents/guardians want to make suggestions at any time.

Annually, towards the end of the schooling year, all our parents/guardians will receive an evaluation form, which will allow parents/guardians to comment, compliment, complain or make suggestions.

## **17. Diversity, Inclusion and Equality**

Equal Opportunities for children to learn is a fundamental aspect of Baile Beag ethos and curriculum. Equality means open access for every child and family to participate in the service's activities. We promote equal opportunities through an extensive set of policies and procedures which are reflected in the practice of our early years setting.

The service is committed to promoting the 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 and adults in their life
- We nurture each child's identity and self-concept
- We foster a sense of fairness and respect and will challenge any discrimination (Language, Behaviour or Remarks) by any child, parent/guardian of staff/volunteers as this is unacceptable

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- We strive to show respect for and awareness of all major events in the lives of our children and families in our service and in the wider society
- Children are discouraged from gender stereotyping and will be encouraged to use ALL activities
- We try to use our curriculum and equipment to encourage acceptance of all others irrespective of cultural background

**Note:**

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

## **18. Supporting Positive Behaviour**

We believe that children can govern their own life, make decisions, and accept responsibility for their actions. We also believe that all children have the right to constructive approaches to behaviour control that are compatible with these objectives. We think that improper conduct in a child attending our service should be addressed in a compassionate, productive, and consistent manner. We use a behavioural management code that promotes self-control, self-correction, self-esteem, and cooperation.

Children should be encouraged to grow and develop to their full potential in a suitable planned environment. All children will know what is expected of them and have clear limitations that are appropriate to their age and stage of development and any additional needs they may have.

The aims of the Code of Behaviour are:

- To develop your child's self-esteem and to promote positive behaviour
- To foster the development of a sense of responsibility and self-discipline based on respect, consideration and tolerance of others
- To facilitate the education and holistic development of your child
- To foster caring attitudes towards one another and to the environment
- To care for their own and other's property
- To provide a happy, caring environment with age appropriate challenging activities
- To provide guidance to parents/guardians on behavioural expectations

We want your child to enjoy their time with us!

- We use a positive approach to behaviour management
- We believe in children's ability to control their own lives, make choices and accept responsibility for their actions
- We are committed to guiding children on what they can do and explaining why they shouldn't do certain things and to focus on what they might do instead
- Help children to see the consequences of their actions and how they could make things better
- Any inappropriate behaviour will be dealt with sensitively and without threats or punishment
- The role parents/guardians play is crucial to the success of our behaviour guidance approach. Parents/guardians will be provided with regular opportunities to the development and review of their child's behavioural guidance plan

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- On a rare occasion and where, together with parents/guardians, we have worked to resolve a severe behavioural issue we may have to terminate the placement. This, however, is a last resort and such decisions will be made in the best interests of your child and the other children attending the service

A comprehensive behaviour policy is available on request!

## **19. Observations & Assessments**

In order to plan, prepare and organise for good quality care and education, the Childcare Service team needs to observe and assess all children in their care. They will, in turn, review and evaluate the curriculum and maintain systematic records. Childcare Service team recognises that observations are a vital tool which allows them to plan the curriculum based on the individual needs of the children.

Observations enable staff to provide challenging and extensions (to activities) so that each child will have the ability to progress.

ILP's (Individual Learning Plan) will be created for each child along with self-care plans and an Aistear journal. During the settling in period, August to October no observations or assessments will be completed

Newbury House Baile Beag Creche is committed to:

- Carrying our observations and assessments on a regular basis providing parents/guardians with all information on observations and assessments
- All aspects of development and learning to be considered when assessing your child
- That the written observations and/or assessments will be factual and keeping in line with the themes outlined in the Aistear framework

## **20. Healthy Eating**

Newbury House promotes healthy eating and proudly boasts the recognition as a healthy setting upon completion of the Healthy Ireland Smart Start programme (HI).

Aims:

- We have regard for "Food and Nutrition Guidelines for Pre-school Services" by the Department of Health and Children
- We encourage the nutritional and overall well-being of all children within our service
- We support children to develop lifelong healthy eating practices and a positive approach towards food in partnership with parents
- We recognise the dietary needs of all children and aim to ensure that all children's individual and cultural needs are met
- We monitor and review our practice and policy and, if necessary, adjust.
- Staff will be encouraged to attend regular training programs around health and nutrition.

It is important that adequate and nutritious varied foods and drinks are incorporated into your child's lunch. We ask that all parents/guardians become familiar with information to best give your child the balanced diet they need.

1 food from all groups is suggested

Protein	Carbohydrates	Dairy	Fruit & Vegetables
Meat, Poultry, Fish	Pasta	Milk	Apples
Eggs	Potatoes	Cheese	Grapes
Beans	Rice	Yogurt	Strawberries
Pulses	Bread, Crackers	Custard	Oranges
	Scones		Bananas

*Please note that all fruit ESPECIALLY grapes should be chopped up and stored in an airtight container.*

### Lunchbox ideas (Suggested by HSE)

*Meat, poultry, fish, eggs and beans:*

One portion from the meat and meat alternatives food group

- 2 slices (50–75g) of cooked meat
- 1–2 eggs (hard-boiled, sliced or mashed)
- A small can (100g) of tuna, salmon, mackerel or sardines
- 4 tablespoons of hummus - try out as a dip with carrots or celery

*Vegetables, salad and fruit:*

At least one portion from the fruit and vegetables food group

- 1 medium apple, orange, banana, pear or similar size fruit
- 2 small fruits – plums, kiwis or similar size fruit
- A small glass (150ml) of unsweetened fruit juice
- Half a tin (3 tablespoons or 4 dessertspoons) of fruit in its own juice
- 1 heaped dessertspoon of dried fruit (for example, raisins or sultanas)
- 1 small bunch of grapes (10 grapes)
- 1 small salad (for example, dessert bowl sized salad of lettuce, tomato, cucumber and celery sticks)
- 3 tablespoons or 4 dessertspoons of vegetables (for example, chopped or grated carrots)

*Milk, yoghurt and cheese*

One portion from the dairy products food group:

- 1 glass or mini carton of milk (200ml)

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- A pot of natural or low-fat yoghurt (125ml) or custard
- 2 cheese triangles
- 2 thumbs (25g) of cheese such as cheddar, edam or gouda varieties

Wholemeal cereals and breads, potatoes, pasta and rice:

One portion from the bread and cereals group which would be

- 2 thin slices of wholemeal bread or small roll
- 1 tortilla wrap or pitta bread or small bagel
- 4–6 crackers or breadsticks
- 1 cup of cooked rice, pasta or couscous

The Baile Beag team always sit with the children to supervise during snack and mealtimes. These times will be enjoyable and socialisation along with interaction is encouraged. Children will also be encouraged to feed themselves as appropriate for their age and stage of development.

All uneaten food from your child's lunchbox/bag will be returned home to allow you to control portion size and your child's choices. Variety is the spice of life, so we encourage all parents/guardians to provide a varied diet. Food portions should be age appropriate.

### **The following items are not permitted within the service**

- Fizzy drinks / Energy drinks
- Chocolate, Sweets, Crisps or Popcorn
- Nuts, nut spread, nut products
- Diluting juice / Cordial

### **Lunch box portions**

Your child's cupped hand is a good indicator of the recommended portion size.

### **Babies**

We would ask parents/guardians to supply any formula needed and to ensure that all bottles are made up in advance.

Drinking water or Milk are always available but children are encouraged to bring their own water bottles/Sippy cups.

Healthy eating is promoted through an arrangement of activities for the children including but not limited to: Stories, imaginative play, cookery and music.

Should you, as parents/guardians, need any support in relation to healthy lunches the Baile Beag team will be more than happy to assist you.

## 21. Medication

Medicine must only be brought into Childcare Service for administration by the staff when it is absolutely **essential**. This means where it would be detrimental to the child's health if it were **not** administered e.g. epi pens

As per HSE / Tusla guidelines

- Medicine should be in its original container with the doctor's instructions are clearly visible
- We cannot, under no circumstances, administer any medication without its original packaging
- We cannot any medication not licenced to the age of the child
- If instructions are not written in English

All medications will be kept out of the reach of children and in a locked cabinet.

If your child has any medical conditions e.g. epilepsy, diabetes - we will collaborate with you to create a medical emergency care plan.

**Disclaimer:** We do not routinely administer Calpol or other prescription/nonprescription drugs.

We will only administer medicines where the correct form for permission is signed.

## 22. Infection Control, Illness and Exclusions

It is the priority of Childcare Service to protect all children that have been entrusted to our care, all employees, parents, service users and visitors to our service from the transmission of infection. The health and wellbeing of all who use our service is paramount and our aim is to prevent and manage any infection which may arise within the service. The policy and procedures outlining this can be accessed in the office at Newbury House.

We at Childcare Service encourage you to have your child immunised according to HSE guidelines and recommendations.

Under no circumstances will children be admitted to the service who present with any of the following:

- 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.
- Chickenpox – This is a viral illness which causes fever and blistering. The rash presents as small red spots and within a few hours on contraction become blisters. These begin to dry and crust normally after 24hrs. Chickenpox is contagious 1 to 2 days before the rash starts. Children should be kept at home until the last blister has burst and crusted over – this is usually 5 to 6 days after the rash first appears.

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- Diarrhoea – Children must stay at home for a full 48 hours after the last episode.
- 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.
- Headlice – If an outbreak should happen all parents will be informed immediately. Children can return to the service after the whole head has been treated. Your child's head should be checked on a regular basis.
- An unexplained rash.
- Conjunctivitis – Children must remain at home for at least 48 hrs and after antibiotics have been administered
- Slapped cheek – Children may not need to be excluded as they are no longer infectious when the rash appears. A member of staff should be informed
- Acute symptoms of food poisoning / gastroenteritis
- A deep hacking cough / whooping cough
- Difficulty breathing or wheezing
- An infectious /contagious condition

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.

Please refer to the following or [www.hse.ie](http://www.hse.ie) for further information

**WHEN SHOULD MY CHILD RETURN TO SCHOOL/ CHILDCARE?**

Illness	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.

## **23. Accidents & 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.

## **24. Health & Safety**

The safety and wellbeing of every child attending our service is paramount. We will assess any potential risks to safety of all the children in our care, staff or visitors and we will take the necessary steps to eliminate those risks or mitigate them.

The full comprehensive risk management and health and safety policies are available in the office at Newbury House for consultation.

## **25. Fire Safety**

All of the Baile Beag team is trained in fire prevention and evacuation. Your child will participate in monthly fire drills. The designated Fire Safety person is Leslie O'Connor.

## **26. Sleep Room & Sleep**

The Baile Beag team will take all necessary precautions to ensure a safe and secure environment in which children can sleep and relax. We are aware that sleep and relaxation is important to young children as it directly impacts their wellbeing and their holistic development.

In addition, all the Baile Beag team is trained about safe sleep practices to be aware of the risks of unexpected death in infancy. Our team implement a strict safe and secure sleep policy by following the A B C's.

- **A – Alone** - Children are always on their own on their own sleeping space
- **B – Back** - Children are placed on their backs for every sleep
- **C – Cots** - The cots are free from pillows, toys, bottles etc.

We are committed to:

- Providing all children with a clean, safe and comfortable rest and/or sleep facilities
- That all children under 2 years have access to a cot and children 2 – 3 years will be provided with a coracle (soft foam bed)
- That all cots and beds for children conform to recognised safety standards
- Procedures and rotas are in place for supervising and regularly checking sleeping children
- The sleep rooms are kept clean, calm, quiet and comfortable so that children can relax, rest and sleep. The recommended best practice guidance from First Light

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(formerly Irish Sudden Infant Death Association (ISIDA) and Safe Sleep for your Baby – Reduce the Risk of Cot Death (HSE 2017) is always followed

- In the event that a child is found unresponsive and/or not breathing staff members will follow the First Aid procedures they have been taught
- Where a parent/guardian requests a sleep routine for their child that does not meet with good practice guidelines (for example, requesting that their child be denied sleep for the day; that they be put to sleep with a feeding bottle; that the child be put to sleep in a buggy or travel seat) Baile Beag remains responsible for our own practice
- We will be happy to discuss with parents/guardians why any such practice cannot be implemented. In all decision-making the child's best interests come first
- As well as safe sleep provision, all children will be provided with opportunities to have quiet or rest periods, within the daily curriculum/program, to meet their individual needs throughout the session/day.

## **27. Child Protection & Safeguarding**

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

We at Newbury House have a duty of care for every child attending our service. We follow Children First: National Guidance for the Protection and Welfare of Children and Our Duty to Care charter which is published by the Department of Health and Children. This charter defines our responsibilities and outlines the reporting procedures we use, when necessary, should we become concerned about the welfare of a child.

All of the Newbury House Childcare Team are vetted through the Gardaí vetting unit and possess the correct qualifications, for their role, to work with children.

Our aim is to safeguard children from any harm, which may arise. It is our duty in this case to question any behavioural issues, bumps, bruises or unusual markings.

The protection of your child's welfare is paramount. It is our responsibility to identify, record and report any suspicious of child abuse, including but not limited to, neglect, physical, emotional or sexual abuse to Tusla the Child and Family Agency. We also have a responsibility to respond to all child protection concerns.

### **CCTV**

There is CCTV throughout the building for the protection and safety of both your child(ren) and the Newbury's Childcare team. The video footage recorded can only be viewed by management, administrative staff and authorised personnel. A full comprehensive Child Protection Policy is available to read in the Newbury House office.

### **Child Safeguarding Statement**

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

We achieve this by:

- A careful selection process for all our employees and students and ensuring that they all have the necessary qualifications needed to work with children and are Garda vetted
- Having clear codes of conduct and practice for management, staff and students
- Clear and concise procedures to recognise, record/respond and report any and all concerns about a child's welfare
- Having a clear reporting procedure that will be used should staff have a concern about a child with regard to Children First (2017) and The Children First Act 2015
- Having procedures in place to respond to allegations of abuse and neglect of the children in our care
- Having procedures in place to respond allegations of abuse and neglect of all employees
- Having procedures in place to respond to accidents or incidents
- Establishing a framework that will allow management to review and amend (where Necessary) the safeguarding policy annually
- Giving parents/guardians, children and employee information about what we do and what to expect from us
- Letting parents/guardians and children know how to voice their concerns or complain should anything be unsatisfactory, having a procedure to respond to these

**The Designated Liaison Person is Leslie O'Connor and Deputy Liaison Person is Sandra O'Mahony, and their contact details will be displayed on the Parent's Notice Board.**

**All our staff are mandated to report any concerns of abuse.**

## **28. Parent's/Guardian's Code of Conduct**

Here in Baile Beag and Newbury House, we take our responsibility in relation to personal interactions very seriously. Parents/guardians, likewise, have responsibilities around their interactions in our family centre and services with:

- Children – their own and others'
- Families – their own and other's
- Management, Staff, Students and Support Staff

It is expected that parents/guardians will support the respectful ethos of our childcare service by setting a good example in their own speech and attitudes 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.

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

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At Newbury House Family Centre, we request that the following guidelines be always adhered to:

- Never discuss other parents/guardians OR children in front of the children
- Refrain from inappropriate social conversations on OR outside the premises
- Please **DO NOT** bring family pets/dogs onto the service premises or grounds (even if on a lead)
- Be courteous to other parents/guardians, staff, children and management
- Children **MUST** be supervised at all times around parked cars and on the grounds when dropping off and collecting children or when visiting the service
- An appointment must be made with the Baile Beag team when requiring more than a short and quick exchange of information

- WhatsApp - Baile Beag [083 0933364](tel:0830933364) or via email [creche@newburyhouse.ie](mailto:creche@newburyhouse.ie)
- WhatsApp - Newbury House [083 3328442](tel:0833328442) or via email [admin@newburyhouse.ie](mailto:admin@newburyhouse.ie) (Fees & Subsidies)

Newbury House Family Centre and Baile Beag have a large clientele of family and service users and all queries and comments will be addressed as soon as possible.

- Parents/guardians are asked to follow the complaints procedure (available upon request), should an issue arise
- Employees should only be contacted on the work numbers. GDPR prevents any and all communication in relation to your child being transmitted on personal phones and social media platforms. We **DO NOT** offer an out of hours service
- To correct their own child's behaviour, especially in public where it could otherwise lead to conflict, aggressive or potentially unsafe behaviour
- Respecting the Baile Beag environment, keeping it tidy, by not littering
- The use of mobile phones at the door or on the premises is not permitted except in emergencies
- Parents/guardians are reminded no flash photography or otherwise, of your child or others, is permitted during the course of the day – an exception is made for special occasions

Parents/guardian are asked to be mindful, if collecting early, to cause minimal disruption to the class as activities will be in full progress.

In order to support a peaceful and safe childcare environment Baile Beag/Newbury House

### **WILL NOT TOLERATE**

- Disruptive behaviour from parents/guardians which interferes with the operation of the service
- The use of loud and/or offensive language, racism towards children, other families or any of the Baile Beag team, management
- An exhibition of temper – volatile or otherwise
- Damaging or destroying or Property
- Abusive or threatening phone calls, texts, emails or social media messages
- Threatening harm or the use of physical violence and/or aggression towards children, other families or any of the Baile Beag team, management. This includes

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approaching someone else's child to discuss or chastise them and/or physical punishment against your own child or others on our premises.

Any/all the above behaviours will be reported to management and will result in the prohibition of the offending adult from entering our grounds or premises to safeguard our children, the Baile Beag team, our service/service users and our family centre community. Individual escalated cases will be dealt with, by management, on a case-by-case basis.

Please sign and date the Parent's/Guardian's Code of Conduct to show you fully understand these guidelines set out by Newbury House Family Centre

1: \_\_\_\_\_

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

2: \_\_\_\_\_

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

Thank you for your cooperation!

## **29. 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.

## **30. Staff Absences**

Baile Beag understands that from time to time staff will be absent from work due to illness, annual leave, unpaid leave, force majeure, emergencies or adverse weather conditions.

It is our priority to have arrangements in place to ensure the service is adequately staffed at all times; adult to child ratios maintained.

This is underwritten by the Childcare Act 1991 (Early Years Services) Regulations 2016 and the Workplace Relations Act 2015, Organisation of Working Time Act 1997, Maternity Protection Act 1994, Adoptive Leave Act 1995, Parental Leave Act 1998, Carer's Leave Act 2001.

The following guidelines will be put in place to allow little to no disruption to the smooth running of our service:

- If Leslie O'Connor (Childcare Coordinator) is absent, Sandra O'Mahony (Room Leader), will be the point of contact
- Should both the Childcare Coordinator and Deputy be absent then management will be in charge
- Adult: Child ratios are maintained by having relief staff cover from our preschool service.
- Should absences be prolonged then outside relief staff will be hired.

## **31. Nappy changing, Toilet Use & Training**

### **Nappy Changing**

The team in Baile Beag will ensure that your child's physical and emotional needs are met by changing your child regularly (where necessary) and promptly. All changes will be documented accordingly. Nappies will ONLY be changed by a qualified member of the Baile Beag team. Parents are reminded to bring their own nappies however a limited number of spares are available in case of emergencies. All supplies will be labelled and placed in your child's allocated cubby.

Changes will only be made in the designated changing area, which has met with the health and safety standards. This area respects the privacy of your child yet is also easily supervised and accessible.

We will collaborate with parents/guardians when attending to nappy changing routines. Should your child have a disability or any medical need which may affect their personal care routine, an Educational Health Care Plan (EHCP) will be drawn up in agreement with parents/guardians, this will allow us to fully support your child. We appreciate any and all information pertaining to your child's changing routine at home e.g. special words used, songs or actions.

The Baile Beag team is committed to:

- Ensuring the changing room, mat and area is clean before and after each change
- Not leaving a child unattended once on the changing mat
- Recording any marks, rashes or unusual bowel movements
- Creating a positive interaction with your child throughout the changing process
- Follow the changing process in accordance with parents/guardians e.g. application of creams and/or powders
- Monitoring of this process by childcare coordinator
- Having a duty of care to report any breaches of the nappy changing procedure

We ask that all parents/guardians would be committed to:

- Changing your child at the latest possible time before attending the service
- Agreeing to inform the Baile Beag team of any rash or marks
- Provide all necessary supplies i.e. nappies, spare clothes, wipes etc.
- Agree that if your child is badly soiled and becomes distressed a member of staff will contact you to collect the child if deemed necessary, to limit the amount of stress

## Toilet Use

Children who are toilet trained have access to an onsite, age appropriate toilet facilities. One child friendly toilet and 2 potties. In the interest of children's health and safety, a high standard of hygiene is promoted by:

- Creating an awareness and understanding of good hygiene practice through story time, music and art projects
- Encouraging children to "wipe" properly
- Encouraging children to wash and dry their own hand
- Talking to the children during group time
- Providing access to anti-bacterial soap and paper hand towels
- Encouraging toilet patterns e.g. after meals, etc.
- Treating accidents sensitively
- Maintaining child's privacy at all times and following their lead
- Having a thorough cleaning schedule to ensure toilets and potties are clean and hygienic at all times
- Disinfecting the potties regularly

## Potty Training

Baile Beag understands that this is a huge milestone in your child's life, they will need reassurance and guidance at every step to make sure that they fully supported and encouraged during this stage of their development. It is equally important we ensure effective partnership with parents/guardians, during this exciting time, to allow for continuity between home and creche.

The Baile Beag team will be made aware of each child's stage of training and also ensuring that:

- Parent's wishes are paramount and will be taken into consideration
- Children will be encouraged to "try" use the potty every 30 minutes
- All children potty training will be accompanied by a qualified member of staff, supervised and supported throughout the process
- Reassurance and praise will be given at each step and rewarded with stickers or a stamp
- Support and encouragement while washing and drying hands
- If a child appears to be struggling with standard potty training techniques, this will be discussed between the childcare coordinator, the Baile Beag team and parents/guardians

Potty training should start at home and we, at Baile Beag, understand that each child is unique so potty training should be undertaken when the child is both emotionally and physically ready.

We do request that parents/guardians use extended time off e.g. summer holidays to start the training process. Please speak to the childcare coordinator, Leslie O'Connor should you have any queries regarding this also the following link provides 9 helpful videos and information regarding potty training.

<https://pottygenius.com/blogs/blog/12-best-potty-training-videos-on-youtube>

## **32. Record Keeping and Learning Portfolios**

In accordance with HSE/Tusla regulations Baile Beag must keep documented records. These include but not limited to, attendance, accidents/incidents, Medication administration, development of each child and correspondence with parents/guardians. All active records must be held for use in the room. When records become retrospective, they will be stored securely for the appropriate length of time and will then be discarded in a secure manner.

### **Central Files**

Certain information about your child will need to be kept in a central file. This includes all relevant information e.g. name, address, date of birth, medical information etc. These files are stored in a locked filing cabinet and will be disposed of in a secure manner when they become retrospective.

### **Learning Portfolios**

A portfolio is an effective tool to document your child's learning journey and development. Baile Beag have chosen to assemble this information in the form of a scrap book. This portfolio will give your child a sense of pride and ownership in their work. These portfolios will be handed out at the end of the year.

## **33. Data Protection**

Newbury House Family Centre CLG, in conducting its business, needs to gather and use certain information about individuals. This can include parents, childcare staff, committee members, clients, suppliers, business contacts, employees and other people that we have a relationship with or may need to contact.

This policy aims to ensure that Newbury House Family Centre CLG:

- Complies with data protection law and follows good practice
- Protects the rights of staff, clients and stakeholders.
- Is open about how it stores and processes individuals' data
- Protects itself from the risks of a data breach

Under the provisions of The Data Protection Act 1988 & 2003 and the 2016 General Data Protection Regulation (GDPR) this service has appointed a "Data Controller" to manage the storage of personal data in its computerised and manual records. All Data is stored correctly and disposed of carefully.

***The Data Controller for Newbury House Family Centre is Rosella Sheehan***

## **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 Childcare 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 Data Protection policy.

## **34. 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 to third parties, unless required by law or Child Protection Guidelines. We have a comprehensive Confidentiality policy, in the office in Newbury House, available for your perusal. Our privacy notice explains the data which is collected, stored, shared and retained under the regulations.

## **35. Internet and Social Media**

The Internet and Social Media is an essential tool for increasing public relations and communication in the modern world. The ability to share information instantly, with a large number of people, is a system that is invaluable.

As a charity, we want to use social networking platforms to the best of our ability but, as an organisation for young children, it is always important to keep the safety and protection of our service users as an utmost priority.

A robust social media policy allows Newbury House to establish clear guidelines on how and where photos, videos are used and shared online. We are committed to the wellbeing of the children and families who use our service. By explicitly addressing the use of the internet and social we will establish confidence, knowing that we take privacy and security seriously.

Social media platforms can blur the lines between personal and professional lives, so Newbury House sets clear expectations for all staff members' online behaviour these ensuring employees maintain professionalism

Having these policies in place guarantees that Newbury House:

- Protects child privacy and consent, this is our primary focus
- Builds trust and confidence with parents/guardians
- Establishes professional boundaries
- Education of staff, parents/guardians

## **36. Security**

- The doors of our childcare service 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.

## **37. Privacy Statement**

**We endeavour to protect your data!**

Any information obtained from our service users will only be viewed and used by authorised personnel within Newbury House and on a need to know basis. We constantly review our systems and data to ensure the best possible service to our service users. We will investigate any such actions with a view to prosecuting and/or taking civil proceedings to recover damages against those responsible.

We may share your personal information or that of your child with third party service providers that perform services on our behalf or at our discretion, such as IT services, Software providers, legal staff and any other business advisors such as accountants, security companies or administrative services while keeping in line with the GDPR policy.

Newbury House respects your privacy and your rights to control you and your child's personal data. We will be clear about what data we collect from you. Why we collect it, how we will use it and how we will protect it. The reference to personal data in this privacy statement applies to the personal data of you and your child.

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

### **The purpose and legal basis for processing your information**

In order to enter into and preform a contract with you, we need to gather the following information for a number of reasons and use it in accordance with a variety of legal basis.

- Personal information - Address, telephone number, child's name & date of birth, PPS numbers and/or social welfare status
- Sensitive Personal Data - Medical & health records, religion, race, ethnic origin (used for child registration), court documents, biometrics (used for ID purposes)

We may also require some financial information to process online payments.

We collect information about you and your child while your child is in our care, we will process to fulfil our contract with you to provide childcare services.

We will require certain personal information about you and your child to obtain payments from various government programmes on your behalf including the National Childcare Scheme (NCS).

When you submit an enquiry regarding our services, we will use your data to offer you with information about our services as well as a quote.

### Consequences of not providing information

Where we need to collect personal data by law or under terms of contract with you and you fail to provide that data when requested we may not be able to perform the contract we have or are trying to enter into with you. This may result in your application for a childcare space being denied e.g. we are required by law to obtain certain details about your child.

### The Application Form

This will contain the name, date of birth and contact details of both your child and his/her family for the purpose of adding the child to the Baile Beag waiting list. This will be kept for the duration of the waiting list and will be disposed of when the waiting period expires or when the child is removed from the waiting list by parents/guardians.

### The Registration Form

This will contain your name, address, details of your child, date of birth, further information on any specific medical or health care issues and history necessary to allow us to ensure the welfare and safety of your child. As the data is of a sensitive nature, you will be asked to confirm your consent for us to collect and store it.

In addition to this, you will be asked again, additional information on the child's(ren) nationality, religion and/or ethnic origin. This data is a vital factor in providing the appropriate care and support to your child(ren).

Contact details of all your child's(ren) emergency and authorised contacts will be collecting on this form. The onus is on you, the parents/guardians to ensure that they agree to have their information stored on our database.

### The Funding Form

Will collect personal data including but not limited to, social welfare status and your PPS number. This will allow us to process the funding application for your child(ren), on your behalf, so you can access subsidies (where applicable).

### Why we collect your personal data

Newbury House needs your basic personal data to provide you with its services in line with this overall contact. The service will not acquire any unnecessary personal data from you, and it is not required to supply and manage this service for you.

We use the personal data you share with us, on your child's(ren) record form, so we can communicate with you ensuring we provide you with a quality care and education programme for your child(ren) and for administration purposes.

We will also ask for information about who has parental responsibility for your child(ren) and any court pertaining to this. All information on authorised person(s) that is collected is used to ensure the safety of your child(ren) while they are attending any of Newbury House services.

Medical data collected is used in case of emergency or if medication needs to be administered.

Data, including ethnicity, religious beliefs etc is used to celebrate festivals, so we can respect religious traditions and events.

### What Newbury House does with Data

To deliver our service effectively, all personal data is processed and controlled by Rosella Sheehan (Data Control Officer), who will, may need to share your information with:

- Authorised staff – Administration and the childcare coordinator (Leslie O'Connor)
- Relevant bodies such as DCYA (Department of Children and Youth Affairs), Pobal, court system, solicitors and the local childcare committees
- Inspectors from Tusla, Department of Education and Science and Health & Safety Authority
- External personnel such as accountants, professional advisers and HR contractors (this is not an exhaustive list).

*Newbury House has a comprehensive Data Protection Policy in place to oversee the effective and secure processing of your personal data. Which is available, in the office at Newbury House, for perusal per your request.*

### Length of time personal data is stored on our database

Newbury House will keep your child's(ren) personal data for as long as they remain attending Baile Beag however, it is important to note that some information e.g. sleeping records, accident reports, will be kept for a period of time that is required by the relevant statutory and legislative guidelines that apply. To obtain more information about Newbury House's retention practices, please contact the manager directly.

### Know your rights!

You and your child have several rights under data protection law in relation to how we use your personal information. You have the right free of charge to:

- Request a copy of the personal information we hold about you
- Rectify any inaccurate personal data we hold about you
- Erase personal information we hold about you
- Restriction of processing of your personal information
- Object to our use of your personal information for our legitimate interests

- Receive your personal information in a structured commonly used and machine readable format, and to have that data transmitted to another data controller
- Where we process personal information based on consent you have the right to withdraw this consent at any time
- You have the right to object to direct marketing at any time

These rights are in some circumstances limited by data protection legislation. If you wish to exercise any of these rights, please contact us using the contact details contained in this handbook. We will endeavour to respond to your request within a month (30 days) of receipt of your request. If, for any reason, we are unable to deal with your request within the 30 days we may extend this period by a further period of two months and we will explain why.

***You also have the right to lodge a complaint to the Office of the Data Protection Commission.***

### Useful Contacts

**Data Controller:** Rosella Sheehan Newbury House Family Centre CLG,  
Old Youghal Road,  
Mayfield,  
Cork.  
T23C3FW  
021 - 4507999  
[admin@newburyhouse.ie](mailto:admin@newburyhouse.ie)

**Childcare Coordinator:** Leslie O'Connor Baile Beag  
Ardbhaile Community Centre  
Ardbhaile,  
Mayfield,  
Cork.  
T23AH56  
083 – 0933364  
[creche@newburyhouse.ie](mailto:creche@newburyhouse.ie)

If you are not satisfied with our response or believe our service is not processing your personal data in accordance with the law, you can make a formal complaint directly to the Office of the Data Protection Commissioner via:

Email: [info@dataprotection.ie](mailto:info@dataprotection.ie)

Postal Address: Data Protection Commissioner  
Canal House,  
Station Road,  
Port Arlington  
Co. Laois  
R32AP23

### 38. Meet the staff

It is the responsibility of Newbury House Family Centre CLG to recruit and select the best candidates for any vacant position within our service. All of the Baile Beag staff are qualified and their qualifications are on display. The Baile Beag team are one of the key resources we have in achieving our aims and objectives of providing good quality care to all children in our service.

All our staff are Garda Vetted and have reliable references. We, at Newbury House Family Centre, are committed to the training and development of all our staff to meet with your expectations.

To ensure the successful operation of the preschool and Baile Beag staff from both services work in both locations, as required.

#### **Baile Beag Team**

Childcare Coordinator	Leslie O Connor
Room Leader	Sandra O Mahony
Early Years Educator	Rachel Bowen & Aida Lara Cabrejas & Caoimhe Cotter
Community Employment Worker (CE)	Chloe Brady & Elizabeth Twomey
Caretaker Cleaner	Jerry O'Driscoll

#### **Newbury House Administration Team**

Service Manager	Rosella Sheehan
Administration Coordinator	Valerie Hourigan
Family Support Coordinator	Deirdre Shanahan
Family Support Worker	Recruiting
Family Link Worker	Clodagh O'Neill
Arts Coordinator	Deirdre Hunt
Main Office Staff	Carolyn O'Keeffe, Beata Grzyska & Aleksandra Nowak

## Baile Beag – Newbury House

**PLEASE SIGN and RETURN THIS PAGE**

I have read the Parents/Guardians handbook and I agree to the conditions therein.

I am aware that this service has a comprehensive set of policies and procedures and that these are available to read, at any time, upon my request.

By signing this document, I am stating I have received a copy of the Newbury House Privacy Statement and agree to the conditions therein.

Child's Name: \_\_\_\_\_

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

Parents/guardians name(s) in Block Letters and Signatures

1: \_\_\_\_\_

1: \_\_\_\_\_

2: \_\_\_\_\_

2: \_\_\_\_\_

## Parents/Guardians Consent Form

### **PLEASE READ THE FOLLOWING CAREFULLY!**

Should you have any questions, please do not hesitate to contact us.

#### **1: Emergency Medical Care**

I understand that every effort will be made to me or the named authorised persons in the event of an emergency requiring medical attention. However, if none of these can be contacted, I hereby authorise the Baile Beag/Newbury House team to transport my child(ren) via ambulance to the appropriate medical facility and to secure the necessary medical treatment.

Parents/Guardians Signature: \_\_\_\_\_

#### **2: First Aid**

I authorise the Baile Beag/Newbury House team that are fully trained in First Aid to apply First Aid to my child if and when needed

Parents/Guardians Signature: \_\_\_\_\_

#### **3: Outings**

I authorise that my child may be taken on any walks/outings that may be planned in the future. I understand that all the necessary precautions will be taken to ensure my child's safety

Parents/Guardians Signature: \_\_\_\_\_

#### **4: Photos & Videos**

I give permission for my child to be photographed and/or video by the Baile Beag/Newbury House team as outlined in the policies and procedures in this handbook. These may be used on our social network platform i.e. Facebook

Parents/Guardians Signature: \_\_\_\_\_

#### **5: Student Observations**

From time to time throughout the year students will be visiting Baile Beag from local colleges and universities to observe children as part of their chosen course and it is vital to ensure theory is backed up by actual experience. Students will never have unsupervised access to any child during their time at Baile Beag and will be fully vetted.

I understand and am happy with this.

Parents/Guardians Signature: \_\_\_\_\_