

Newbury Preschool

Parent/Guardian

Handbook

See also the main Policy Document Folder for further information.

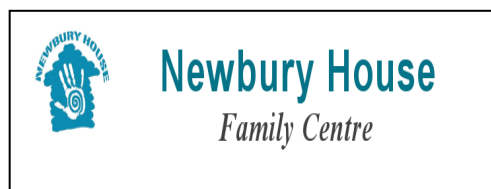
Parents are encouraged to refer to the full document
available in the service upon request.

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

Phone number:	021-4507999 & 083-8440693
Email:	childcare@newburyhouse.ie
Website:	www.newburyhouse.ie
Manager:	Rosella Sheehan
Childcare Coordinator:	Leslie O'Connor
Facebook:	Newbury House



Newbury House
Family Centre



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1. 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
Childcare Coordinator

Rosella Sheehan
Manager

2. 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.*

3. 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 – 8:45 am -12:45 pm & 1:30 pm – 4:45 pm Monday to Friday. 48-week childcare service catering for 18 months to preschool age children. Capacity 15 children daily.
- Newbury Preschool – 9 am - 5.00 pm. 45-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, 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.
- This service is a community-based service operated by the Board of Directors and managed by Rosella Sheehan.

Objectives

- To integrate children from diverse, social and ethnic backgrounds, religions or families on low incomes.
- To ensure that the developmental, educational, emotional and social needs of each child are met daily.
- To ensure the voice of each child is heard, respected and valued.
- 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 its 12 principles of quality and the 16 standards within its framework.
- To make the preschool 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**

Family Centre Manager	Rosella Sheehan
Childcare Coordinator	Leslie O'Connor
Room Leader (Person in Charge)	Leslie O'Connor
Health and Safety Officer:	Leslie O'Connor
Fire Officer:	Eve Riordan
First Aid Co-ordinator:	Leslie O'Connor
Designated Liaison Officer:	Leslie O'Connor
Deputy Designated Liaison Officer:	Eve Riordan
Data Controller:	Newbury House Family Centre CLG

Communication:

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

- To WhatsApp the preschool number 083-8440693 or creche 083-0933364 When requiring information around the daily care of your child.
- Leslie O'Connor direct phone number: 083-8271016
- To WhatsApp 083-3328442 when requiring information around subsidies or fees.
- Reception will WhatsApp fees sheets from 083-8198724.
- 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:	9.00 am - 5:00 pm Term Weeks 9.00 am – 4.00 pm Easter and July Mid Terms
No of Weeks per year opened:	45
Closures:	August
Capacity:	22 - 9 am -12 pm & 1 pm – 4 pm 16 - 12 pm – 1 pm & 4pm – 5 pm
Age Range:	2 ½ years to school age
Ratios:	Sessional 2 ½ – 6 years: 1:11 Full-Day and Part-Time Care 2 – 3 years: 1:6 3 – 6 years: 1:8
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 083-3328442 Manager
Email:	admin@newburyhouse.ie childcare@newburyhouse.ie

4. Our Facilities

- Large fully fenced, well-equipped outdoor space.
- Playground with safety surface
- 3 large, bright, spacious rooms
- Healthy and nutritious food.
 - Dinners provided by SuperValu.
- Trained and qualified staff

We have the following rooms: preschool room, arts room, sensory 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.

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
- 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.

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 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.

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

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.

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.

In the preschool, 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. Summer Camp

Our annual summer camp in July is full of fun, fully supervised activities. All children under National Childcare Scheme funding are automatically enrolled. All ECCE only children must book places.

8. 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).
- 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 Preschool regulations

Admissions:

It is the policy of Newbury House Childcare service that the preschool 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 2.5 years 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.

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.

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

9. 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.

10. Allergies

Please be mindful that Preschool 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.

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/>

Currently our preschool can offer 2 AIM positions per ecce session if approved by Better Start Pobal. This is also dependent on staff recruitment and funding.

12. 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.

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.
- Fees charged by service are reviewed annually.

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.

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.
-

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.

13: Attendance, Arrival, Collections and Late Collections:Attendance:

It is essential for the efficient running of the service that you inform Leslie O'Connor (the Childcare Coordinator) 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 09:00 (morning session) and 13:00 (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 the preschool for the following reasons:

- Pobal fund our preschool, 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
- The preschool 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 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 gate and a member of staff will answer them.

- Each child **MUST** be collected by the agreed time - 12:00 or 13:00 (Morning session) and 16:00 or 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 ACCEPTIONS** 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 preschool 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**

- 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 Childcare team must be informed so that a plan can be put in place. Newbury's childcare service 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 18th 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 Preschool 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.

14: Withdrawal from the 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

15: 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 preschool 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.

16. Car Parking

- There is car park on the street.
- We ask parents to drive slowly and be aware of the children in the area.
- Please do not obstruct Neighbour's driveways.

17. 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 reception hall 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.

18. Diversity, Inclusion and Equality

Equal Opportunities for children to learn is a fundamental aspect of our childcare 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
- 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.

19. 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
- 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!

20. Observations and 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 Preschool 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.

21. 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 Supervalu
- 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 am – 12 pm & 1 pm – 4 pm

- Breakfast (morning session) and Healthy snacks 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 9 am - 1 pm & 1 pm – 5 pm

- We provide nutritious meals supplied by SuperValu
- 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.

22. 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.***

23. 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:

- 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
- 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 for further information

WHEN SHOULD MY CHILD RETURN TO SCHOOL/ CHILDCARE?				
Chicken Pox When scabs are dry	Conjunctivitis No need to stay out*	Diarrhoea or Vomiting 48 hours after the last episode	Flu 5 days after start of illness	Glandular Fever No need to stay out*
Hand, foot & mouth No need to stay out*	Head Lice No need to stay out*	Impetigo When scabs are dry or 24 hours after starting antibiotics	Measles 4 days after rash appears	Mumps 5 days after swelling appears
Scabies After first treatment	Scarlet Fever 24 hours after starting antibiotics	Slapped Cheek No need to stay out*	Threadworms No need to stay out*	Whooping Cough 5 days after starting antibiotics or 21 days after start of illness
This information is based on the Management of Infectious Diseases in Schools guidance document.			*No need to stay out if child is well but school or childcare provider should be informed.	

24. 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.

25. Health and 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.

26. 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.

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 Eve Riordan, 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 the preschool 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.

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

- 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 Preschool team when requiring more than a short and quick exchange of information

WhatsApp - Preschool [083 8440693](tel:0838440693) or via
email childcare@newburyhouse.ie

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

Newbury House Family Centre and the preschool has 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 preschool 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 the childcare/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 preschool 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 preschool team, management. This includes 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 of the above behaviours will be reported to management and will result in the prohibition of the offending adult from entering our grounds or premises in order to safeguard our children, the preschool 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

The preschool 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/Room Leader) is absent, Eve Riordan, 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. Record Keeping and Learning Portfolios

In accordance with HSE/Tusla regulations the preschool 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. Preschool 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.

32. 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

33. 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 upmost 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 thus 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 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.

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.

37. **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: Leslie O'Connor - 0838271016

Preschool Room – 0838440693

Rosella Sheehan - 0833328442

Newbury Manager: *Rosella Sheehan*

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

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 preschool staff are qualified and their qualifications are on display. The preschool 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 preschool staff from both services work in both locations, as required.

Preschool Team:

Childcare Coordinator	Leslie O Connor
Room Leader	Leslie O'Connor
Early Years Educator	Eve Riordan, Alan O'Riordain, Karen Morgan, Hazel Murphy, Christine Arnold
Community Employment Worker (CE)	Pollyanna De Oliveria Lopes
Maintenance	Jerry O'Driscoll, Adrian Forsythe, Denis Corcoran

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

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: _____