



KangaKare

A large, faint, light purple illustration of a kangaroo's head, similar to the logo, serves as a background for the title text.

Policies & Procedures

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KangaKare Arklow Policies & Procedures 2025

Statement of purpose and function

Service:

Kangakare offers Childcare and School age Childcare for children aged 4 months to 15 years of age. In line with regulation and registration, KangaKare can accommodate 107 children at any one time.

Our services are as follows:

- Full time 8am-6pm Daily or 7am -6pm (7am with prior Booking)
- Part time care 8am -2pm Daily
- Sessional Care 9am-12 Noon or 1pm -4pm
- Afterschool care 2pm-6 pm daily (Maximum of 33 Children)
- Summer camp Full days 8-6pm or Part Day 8-2pm

Kangakare is a registered Full Day Care Service and School Age Service.

This service is open 5 days a week and 51 weeks of the year, closes bank holidays and 3 days over the Christmas period between 25th December and 1st January.

Mission

Our mission is to provide child-centred, play-based learning experiences for young children in a safe and nurturing environment.

Vision

Our vision here at KangaKare is to provide a high standard of quality childcare, and progressive early childhood education and care. Our children will have had a learning experience that continues to give beyond the early years.

Philosophy Statement and Values

At KangaKare we recognise the importance of play in the learning process for young children. Play is the basis for learning in our programs. We work to empower children, promote individuality, and develop strong partnerships with families while creating an environment that helps young children attain physical, cognitive, social, and emotional achievements, preparing them for the next step in life.

Each child brings to KangaKare a history of life experience and cultural heritage. Partnerships between families and the Centre are essential to the growth and development of the individual child. We strive to create and promote these strong partnerships with families and create a sense of community that is thoughtful, warm, and compassionate.

To support it the centre will strive to be consistent with these values:

Child centred

Practitioners facilitate each child's development based on the child's interests and individuality, helping learn about themselves and the world.

Community

KangaKare is rooted in and contributes to our community to help our children understand their environment. We also foster a community amongst families.

Health and well-being

KangaKare promotes healthy lifestyles through nutritious, homemade meals and daily activities, which we encourage the children to pass their knowledge to their siblings and family.

Open and accepting

KangaKare is open and accepting of all children and families. KangaKare cultivates an expectation of respect: that all children, families, and staff will be treated with respect and treat others the same.

Play

Play offers rich experiences in which Practitioners nurture each child's cognitive, physical, social and emotional development, guiding and challenging each child to progress.

Partnerships with families

KangaKare is committed to working collaboratively with families to promote a child's development.

Quality staff

KangaKare recognises the importance of quality staff in all areas, and recruits, retains, and supports highly qualified and skilled educators.

Curriculum Statement

Emergent, Play Based Curriculum

Our curriculum is about supporting children to develop skills, knowledge and dispositions that are useful and meaningful in their lives, and that build their ability to be skilful members of their community. We see the learning as complex and holistic rather than being a step-by-step approach to acquiring knowledge and skills.

Play is central to children's learning because play is their mechanism for learning about the world. In play children learn to relate to others, to manage their emotions, to contribute ideas and to understand each other's experiences and perspectives.

The curriculum is structured so that it is flexible and can respond to children's emerging interests and capabilities. The curriculum is called emergent because it emerges from children's questions, experiences and interests.

The Emergent, Play Based Curriculum is framed by the principles and themes of Aistear.

Aistear

Aistear is the curriculum framework for children from birth to six years in Ireland. It provides information for adults to help them plan for and provide enjoyable and challenging learning experiences, so that all children can grow and develop as competent and confident learners.

Foundations of our curriculum

- o Build partnerships with parents
- o Creating and using the learning environment
- o Learning through play
- o Nurturing and extending interactions
- o Planning and assessing using Aistear themes
- o Supporting transitions

Programme of activities (this list is not exhaustive)

Outline of Preschool activities

- Free play & imaginative Play.
- Fine & cognitive motor skills activities
- Story time with songs and rhymes
- Physical outdoor play
- Arts & crafts etc
- Language development circle time
- Lunches and sleep or rest time
- Music dance & movement
- Messy/sensory play
- Tabletop activities

Outline of Afterschool activities:

- Art, Sculpture, textiles, drawing
- Music, drama, dance
- Gardening
- Computers
- Yoga & Meditation
- Cooking
- Science activities

- Photography
- Personal development
- Outdoor activities
- Involvement in community events e.g., Environmental projects e.g., Recycling,
- Occasional outings e.g., Local library, fire station, Garda Station, Local Farm, Activity Centre

Communication with Parents & Staff:

- All policy documents will be emailed to you prior to your child starting with us. Should you have any questions you can speak to your child's teacher or a member of management at any stage.
- Staff induction day, new staff members must read all policy documents and handbooks prior commencing. The management team will explain these policies to the staff member. For ease of access, every class has a full copy of our policies for staff to refer to when dealing with a new situation or need clarification. This too is offered to our new parents when settling in on induction visit with their child.

Review of policies are emailed to parents when completed, prior to review of policies KangaKare will seek suggestions and support and input from children (age appropriate) parents, staff and supporting bodies.

Little Vista: The service App: On enrolment of each child the parents are informed and assisted in logging into our service App. This app records the child's routine and development while in the service. Messages will be shared privately or in group messages such as updates, policies, illness within the service etc. Parents can message the management team or their child's teacher privately through the App.

This app allows parents to view updates made by your child's teachers on areas such as attendance, food, nappy changes/toileting, and sleep time. It is also where we tell you about the learning activities your child has been getting up to, where their teacher records their learning observations and where their developmental milestones are celebrated.

The Little Vista app gives parents an insight into their child's day through the sharing of information and photos. Please look at the Parents/Guardians section at <https://www.littlevista.ie/family.html>

Points to note please:

- Both parents/guardians will receive an email from Little Vista with instructions on how to set up your account – you will both need separate log in so please inform your partner. Please check your junk and spam boxes in case it is hiding in there.
- Please do this as soon as you can as the activation link is only available for 24 hours.
- You will then be brought to the Little Vistas site where you will have access to your child's profile.

- You can also set up notifications specifications however you wish to receive them; by email, pop up notifications or simply when you log into the app; it is totally up to you.
- The staff of KangaKare Childcare first and main priority is the children in their care. Operating this new communication application is not their main priority and so will only be engaged when they have some safe, quiet time to do so.
- Therefore, although the Little Vista application describes the updates as “real time” updates, parents must remember that staff will only be updating the information when it is safe, and they have the time to do so.
- All communications between staff and parents via the app is accessible by management and is consistently reviewed. Professional conduct is expected by parents and staff alike whilst using the app.
- Photographs will also be shared from time to time via the app.
- Parents may view photos of their own individual child, with their friends or as a group. These photos are for parents to view only and should not be shared on any form of social media or with other parties.
- If you have any queries or concerns about your child, please speak with your child’s teacher, or any other issues with another child or parent it should always be communicated to a member of the Management Team directly.

Communication with Afterschool Club:

On commencement of the school year Practitioners will inform the children of our classroom practices and respectful behaviours. To ensure that the children voices are heard, the Practitioner ensure that time is spent at the start of term to talk to the children to find out what their expectations are of the afterschool and what they would like to do throughout the year. Each Afterschool room has a child friendly copy of our policies in the class which is also available in PDF form for email.

Admissions Policy

It is the policy of our childcare service to offer equal access to all children from the community including children with a disability or special requirements and irrespective of their culture, religion, membership of ethnic group or minority or family background.

Admissions procedures:

- Parents seeking to secure a place for their child must complete an application form.
- A completed application form must be lodged with Kangakare Childcare Ltd.
- The submission of an application form is not in itself the guarantee of a place.

- Children progressing from junior rooms within the crèche are given precedence over new applicants.
- New applicants will be admitted
 - a) With preference to applicants with siblings currently attending, once an application form is submitted at appropriate time.
 - b) On a “first come first served” basis, following submission of the application form.
- Once the applications have been assessed for the forthcoming year, the parents of the applicant will be informed of an available vacancy.
- If there are no remaining places in the appropriate age group, a waiting list will be drawn up.
- Preference is given to full-time children, and part-time places are subject to availability.

Fee Payments:

KangaKare is a parent funded business and therefore it is essential that our families ensure that all fee payments are made on the due date of the 1st of each month credit transfer direct to our account. An invoice will be distributed by email around the 15th of each month to your nominated email account. On registration of the NCS you will be issued with a contact that will list a breakdown of fee for each month, please ensure your CHICK code is in date as expired codes will impact your fees.

Fees are calculated based on the weekly charge, multiplied by 52 weeks and then divided by 12 months to create a fixed monthly charge. All types of fees are payable during periods of absence from the nursery, including sickness, holidays and during public holidays. Emergency closures are out of our control, should the service experience distribution to service due to weather condition (act of God), unexpected loss of power or an unsafe environment, fees cannot be credited for this nor could we offer addition days to make up the loss. Kangakare will follow our CIP policy in the event of a critical incident occurring.

Drop-in fees are payable at the time of booking by debit card.

Cash payments are not accepted due to security reasons.

Any postponement of the start date agreed at the time of booking will require 60 days’ written notice, failing this the place fee will be charged from the original start date agreed. Changes in start date to an earlier date than originally agreed can only be made if KangaKare receives reasonable notification from parents and adequate space is available.

Settling in policy & Procedure

Pre-Admission

- KangaKare will provide information on the Settling-in policy to the parent or guardian on initial enquiry

- Parents/guardians must have completed a booking Form & child detail form with all the relevant details about the child, especially contact and collection information in accordance with the Childcare Act 1991 (Early Years Services) Regulations 2016
- Parents and guardians will be encouraged to drop-in for a viewing of our service prior to booking in, during opening hours with their children to familiarise the children and themselves with the routine, the setting, and staff.
- Parents and guardians will be advised to make work arrangements to facilitate the settling-in process.

Settling in

KangaKare are committed to the smooth transitions of children and their parents/guardians. Prior to your child's first day, parent/guardian will be required to attend with your child for 3 one-hour visits to allow your child a period in which to explore the surroundings of their new classroom and meet the other children and practitioners. This is also an opportunity for you to discuss your child's routine and to ask any questions that you may have directly to the teaching staff who will be taking care of your child. These visits are a very important part of your child's transformation into our care and an early opportunity for parents and staff to begin to build a relationship with each other which we hope will be the foundation of an open communication between both parties for the future. Extension visits can be accommodated for individual children if required, please speak with the centre manager. If at any stage of the process, if you would like to talk to someone, or support then please talk to your child's key worker or the childcare manager.

These settling in visits give you a chance to check out:

- What type of service we provide here at KangaKare
- How our staff work with the children
- What kinds of experiences we offer to the children
- How we play and talk to the children

Informal and formal meetings between families and educators can be arranged to discuss children's learning and development, and to express any concerns that may arise at home or at the setting. Here in KangaKare we have an open-door policy, and all staff participates in a range of professional development relating to effective communication and relationships with families. Any family involvement is very welcome and appreciated in our service and we have a suggestion box that is in our lobby for any parents that would like to incorporate their involvement into our environment or curriculum. Staff will ensure that all transitions and progressions within the setting adhere to the settling in procedure.

Helping Your Child to Settle in

Children settle into creche in lots of different ways. Some children will confidently arrive at their room as soon as they come in. Other children may be nervous and anxious about leaving their parent. Most children will be somewhere in between. Please try not to worry if your child experiences difficulties – it is a very normal part of a child's development to be anxious,

nervous, or angry about starting creche. We also recognise that many parents will find this a difficult and sometimes upsetting process. We hope that we can use our experience to support you and your child in whatever way suits you. Please remember that we require all parents and carers to help their children settling in. In our experience, all children benefit greatly when we work closely with the family on settling in.

Child development:

Meeting with parents to discuss child's development:

Child daily and developmental reports:

- All Parents are invited to discuss daily their child's daily progress with their class teachers and will be given both an oral and written report of their child's day at collection time.
- On-going developmental assessments are conducted in all other classes in the building and parents can arrange to meet staff to discuss child progress at any stage in the year.
- Any Parents who have concerns regarding their child's development will be given every opportunity to discuss in confidence their child's situation and all reasonable assistance will be offered by Kangakare teaching and management staff to assist in supporting the child's learning outcomes. This will include making available introductions to other professionals through letters of recommendation / copies of development assessments to such as speech & language support teachers etc. on the parent's request. We will also be happy to facilitate visits for children from other relevant outside professionals in our center with parental consent.
- Each Child will have a key worker as follows:

Our key worker system provides:

1. Assistance in settling into each group.
2. Close monitoring of a key child's progress in all areas of development.
3. A personal contact for parents/guardians, although all staff are available at the end of each session.
4. Knowledge of a particular child's needs when planning the curriculum.

A Child's Key worker:

1. Will offer assistance to parents/guardians with completing any registration or other forms.
2. Will help a child during their settling in period, reassuring both parents/guardians and child as necessary.
3. Will help a child into the routine of their particular room, making sure they are familiar with their surroundings and helping them feel comfortable.
4. Build up a reassuring relationship with the child.
5. Will try to be aware of any home circumstances that may affect the child's behaviour at the Nursery.

6. Will carry out observations on the children in their group and devise individual plans, where needed, both short and long term.
7. Will make themselves available for discussions with the parents throughout the year.
8. Will liaise, in conjunction with parents, with outside agencies, especially with children with a special need

Key workers do not:

1. Shadow their children throughout sessions but make themselves available for all children.
2. Liaise only with their group of children.
3. Prevent other adults from forming a relationship with their key children.

The role of a key worker is a demanding one, but makes a vital contribution to the quality of the child's learning and understanding

Shared Decision Making:

Any decisions to be made regarding reprimanding inappropriate child behaviour or encouraging good behaviour, child development, child outings, special diets, reducing sleep times, settling as a new child or moving to a new room, extra-curricular activities or any other changes to a child's routine should be made jointly and with complete cooperation from parents.

Family Customs, beliefs, language, culture:

KangaKare welcomes and actively asks parents to inform our teaching staff of any special cultural customs, traditions, or beliefs that you may follow at home so that they can be discussed and shared at school in order to promote differences in a positive light and to celebrate cultural and language diversity.

KangaKare plans activities and celebrates as many different festivals as possible throughout the year. Parents are invited to view the file at the noticeboard area and inform staff if they would like to add it at any time.

Behaviour Management Policy

We will always encourage a sense of "right & wrong" behaviour with the children in our care, our emphasis will always be on positive behaviour management and the use of positive instruction to ensure that every opportunity is given to each child to choose the most appropriate behaviour for the situation.

Positive role modelling is always carried out by staff and the use of appropriate language from staff when interacting with each other, with parents and with children is always promoted.

We will offer development appropriate explanation when discussing behaviour with a child and will emphasise the appropriateness or otherwise of the behaviour and not the child her/himself.

It is permissible to take necessary physical action in an emergency to prevent personal injury to the child, other children, or serious damage to property. This will be done by lifting the child away from the danger in a calm manner and will be followed up with developmentally appropriate explanation.

Corporal punishment will never be used as a sanction too inappropriate behaviour by any of our Practitioners.

Training:

Practitioners will be trained in behavioural management and conflict resolution on commencement. Practitioners will be encouraged to attend further training their field.

Strategies for supporting challenging behaviour.

1. Distraction
2. Verbal explanation in a calm manner using language equal to the child's developmental understanding & at the child's level.
3. Reward, praise, and encouragement of desirable behaviour on an ongoing basis
4. Withdrawing attention for undesirable behaviour, this will be followed up with explanation as in ii) above

Strategies for supporting Positive behaviour.

- 1) Walking inside the building
- 2) Using our "listening ears" when a friend or Practitioner is speaking to you
- 3) Using a volume of voice acceptable to the situation, generally but not always, a quite indoor voice.
- 4) Keeping our hands on our bodies & be gentle towards our friends and Practitioners.
- 5) Helping our friends and Practitioners
- 6) Sharing our toys
- 7) Using our words to let our friends and Practitioners know how we feel or what we need.
- 8) Allowing our friends to spend time alone if they need to
- 9) Encourage children to recognise their feelings and help them develop the tools they need to express themselves in a safe and appropriate manner.

Unacceptable behaviour can consist of all or some of the following (this list is not exhaustive)

- 1) Physically hurting our friends (pushing, pulling, kicking, biting, hitting etc.)
- 2) Upsetting our friends (taking toys, saying unkind words, bullying etc.)

- 3) Any behaviour that is deemed to put the safety of the child or others at risk (standing or jumping on or off tables and chairs, breaking safety equipment, using toys to throw which are not designed for the purpose, miss-use of equipment)

Extreme challenging behaviour:

We have some children with very specific care needs. We follow our behaviour management program for all children, and in collaboration with parents we occasionally may need to seek additional advice and support from professionals such as speech therapists or other professionals as appropriate. In certain cases, we will liaise with specialist teams such as the Early Intervention Team, to develop appropriate and specific strategies suitable for the child's individual need. There are many potential reasons or combinations of reasons for extreme challenging behaviour. In some cases, the reasons may be quite simple or there may be a complex mix of factors involved.

Behaviour Guidance Procedures

Our staff follows a simple but effective form of behaviour guidance which allows the child to learn from their inappropriate behaviour without the use of punishment.

In general, when an incident occurs, the staff member lets the baby/child/pre-schooler know that the behaviour is not OK as explained in detail below. They:

1. Acknowledge the act (what action has occurred),
2. Acknowledge the feeling or hurt the behaviour has caused.
3. Move the offending child away from the situation,
4. Suggest an alternative way of behaving before returning to play, and
5. If the child continues to offend, a Behaviour Guidance Strategy is employed.

Babies –Developmentally Appropriate Behaviours and Consequences

- **Sharing and taking turns:** Even though the concept of sharing and taking turns does not develop until babies are older (around 18 months), staff supervise and encourage by modelling, at the babies' level, the passing backwards and forwards of toys, musical instruments, and turn-taking with gross motor equipment.
- **Negotiating with peers:** staff will use and encourage use of words for older babies in conjunction with actions to help them in situations. For example, the words "Stop" "Mine" or "William's turn" as the staff member passes the toy to the other child.
- **Identifying a problem and attempting to solve it:** Staff assists babies and show them how to overcome the problem. For example, a baby gets stuck on a bike and needs assistance to get off, or a baby needs assistance to retrieve a toy that has been taken by another baby (see Sharing above).

• **Displaying empathy for others:** Staff explain feelings such as “Taking that toy has made William feel sad.” When returning the toy to the other child, staff would say “Look William is happy now.” Staff are encouraged to always acknowledge the happy with the sad.

• **Managing emotions and behaviour appropriately:** Staff let the babies know what behaviour OK is and what is not OK, and the effects of their behaviour (see above example).

Babies – Inappropriate Behaviours and their Consequences

- Biting: Biting is a normal developmental behaviour and can be caused by many factors, for example, teething, sensory exploration, frustration in communicating, Jealousy, etc. Although it is regarded as a normal developmental behaviour, it is socially unacceptable and is strongly discouraged at KangaKare.
- The staff member uses words and actions to let the baby that bit know that this is not OK and that he has made another child feel sad (cry).
- The baby that bit is then moved away from the injured child by one staff member where he is still able to watch the love and cuddles given by another staff member to the injured child. This happens as soon as the incident occurs as babies have short attention spans and are unable to relate to the consequences if they are not immediate.
- The baby that bit is returned to play after the incident and closely supervised.
- An incident/accident report is recorded.
- If the baby that bit continues this behaviour, a Behavioural Guidance Strategy will be put into place. For example, one staff member is allocated to track the movement of the baby that bit (shadowing). At no time is the baby that bit left unsupervised. The supervising staff will help identify situations in which the baby that bit may have frustrations or the need to bite and help handle incidents for the baby that bit if they occur.

• **Physical aggression** (hitting, pinching): As above.

• **Pushing and Shoving:** As above.

Fledglings / Pre-schoolers – Developmentally Appropriate Behaviours and Consequences

Sharing and taking turns: Staff supervises and encourages by modelling, at the toddler level, the passing backwards and forwards of toys, musical instruments, and turn taking with gross motor equipment. Staff makes greater use of words to talk a child through a situation. Kangakare Fledgling /Pre-schoolers Room programming includes lots of different games, program ideas, and group times to encourage and model turn-taking behaviour. Should a situation occur, the staff member would:

- Acknowledge what the child has done: “Penny, it is Lisa’s turn with the doll. It’s not OK to take the doll away from her.”

- Acknowledge how the other child feels, that is, the consequences of the child's action: "Lisa is sad."
- Suggest a more helpful way of doing things: "Penny, you could say "Can I have a turn please?"
- Make things right: "Penny, can you give the doll back to Lisa please?" If the child is unable to do this alone, then the staff member will assist them to return the toy to the other child.
- Offer an alternative while the child is waiting: "Would you like to play with this other doll (or toy) until Penny is finished with the doll?"

Negotiating with peers: KangaKare staff strongly encourages the use of words for Fledglings/ Pre-schoolers, not their hands, in conjunction with actions to help them in situations. See the above example.

Active listening to staff/carers: Staff encourages children to:

- "Stop!" – Staff make a visual hand signal of a stop hand.
- "Look" – Staff make eye contact at the child's level.
- "Listen" – Staff touch hands to their own ears.

This is especially encouraged at group time activities where children get to practise their listening skills. Staff also respects the child's right to be heard.

- Identifying a problem and attempting to solve it: See above example with doll.
- Displaying empathy for others/managing emotions and behaviour appropriately:

Children are encouraged to identify their feelings and the feelings of others. This can be done with the use of Sad and Happy faces (visual) and talked about in group times, as well as during individual incidences (see above acknowledgement of feelings and actions procedure).

Toddlers –Inappropriate Behaviours and Consequences for Inappropriate Behaviours and Consequences

• Biting:

- Staff acknowledges what the toddler has done: "Peter, you have bitten Aiden. This is not OK."
- Staff acknowledges how the other child feels, that is, the consequence of the toddler's action: "Aiden is very sad – he is crying. I am sad too." For a short time, Peter needs to watch as Aiden is comforted and treated to help. Peter becomes aware of the consequences of his actions.

- Staff recommends a more helpful way of doing things: Peter is encouraged by the staff member to use his words and not actions to handle the situation. “Next time Peter, you could use your words and ask Aiden for a turn of the truck.”
- The toddler is then helped back into play as he may be upset and feeling in need of a cuddle too.
- An incident report is completed.

If the toddler continues the behaviour, a Behavioural Guidance Strategy should be put into place. For example, one staff member is allocated to track the movement of the toddler that bit. At no time is the toddler that bit left unsupervised. The supervising staff will help identify situations in which the toddler that bit may have frustrations or the need to bite and help handle incidents with them if they occur.

• **Physically aggressive (hit, pinch) and bullying:**

- Staff acknowledges what the toddler has done: “Samantha, you hit Amelia. This is not OK.”
- Staff acknowledge how the other child feels and the consequences of that action: “Amelia is sad – she is crying. I am sad too.” For a short time, Samantha needs to watch as Amelia is comforted to help Samantha become aware of the consequences of her actions.
- Staff recommends a better way of doing things: Samantha is encouraged by the staff member to use her words and not actions to handle the situation. “Next time Samantha, you could use your words and ask Amelia to move away from the door.”
- Samantha could also be moved away from the situation for a short time to be supported by a staff member who will help her acknowledge the outcome of her actions before returning to play.
- An accident & incident report is completed by staff, and to be signed by both children’s parents.

Preschool/Play schoolers –Developmentally Appropriate Behaviours and Consequences

- **Sharing and taking turns:** Pre-schoolers are strongly encouraged to make use of their words as a staff member talks a child through a situation. Kangakare Preschool/ Playschool Room programming includes lots of different games, program ideas, and group times to encourage and model turn-taking behaviour. Should a situation occur, the staff member would:
- **Acknowledge what the child has done:** “Jack, Hamish is playing with the truck now. It’s not OK to take the truck away from him.” At the preschool level, the staff would explain a bit further than at the toddler level. “It was Hamish’s turn.”

- **Acknowledge how the other child feels**, that is, the consequences of the child's action: "Hamish is upset. He is feeling sad." In some cases, it may be useful to help the child acknowledge the feelings of hurt by a visual cue such as a sad face.
- **Suggest a more helpful way of doing things**: "What would be a better choice for you to make? How could you do it better next time?"
- **Make things right**: "Jack, can you give the truck back to Hamish please?" If the child is unable to do this alone, then the staff member will assist them to return the toy to the other child.
- **Offer an alternative while the child is waiting**: "Would you like to play with this red car until Hamish is finished with the truck?" If the child is not co-operative, staff would offer another alternative such as "No? Well, how about coming with me and we can play with the play dough for a while? Thanks Jack. That is a helpful choice you've made." The staff member would continue to encourage the child back into play.
- **Negotiating with peers**: Pre-schoolers / Play schoolers are encouraged to use their words over actions in negotiating with peers. This may require assistance from a staff member. See above example with turn taking and sharing.
- **Active listening to staff/carers**: Staff will encourage children to:
 - "Stop!" – Staff will make a visual hand signal of a stop hand.
 - "Look" – Staff make eye contact at the child's level.
 - "Listen" – Staff touch hands to their own ears.

This is especially encouraged at group time activities where children get to practise their listening skills. Staff will also respect the child's right to be heard.

- **Identifying a problem and attempting to solve it**: Staff members help the child to see that there is a problem and to identify what it is. They then talk through possible solutions or a better way of handling a situation such as difficulty with sharing. Staff will teach the Children to problem solve with assistance.

- **Displaying empathy for others**: Staff members assist the child by talking through the consequences of their action and how it makes the other child/children feel. They will then give the child the opportunity to rectify the situation, that is, how they can make the child happy again.

- **Managing emotions and behaviour appropriately**: Pre-schoolers are beginning to learn how to manage their emotions such as anger and frustration. In situations where a loss of emotional control (e.g., tantrum) occurs, staff members would:

- Give the child space to let their feelings out.
- Identify the cause of the tantrum and address it.

- Assist the child to follow through with the correct behaviour.
- For example, a child refuses to put their coat on and loses emotional control by yelling and throwing themselves to the floor. A staff member would make sure they are in a safe space to let go or move them to an appropriately safe place.

They would stay with the child until he/she calms down or if they cannot calm down, assist them to do so. They would then discuss calmly the issue with the child and the child would be expected to follow through with wearing their coat. If they continue to refuse, then the child would be made aware of the consequences of their action: “You will need to sit out of play until you are ready to put your coat on.”

Preschool /Playschool Inappropriate Behaviours and Consequences

- Biting: Should a biting situation arise with Pre-schoolers/Play schoolers, it is essentially the same teaching method as for babies and toddlers, however staff will use and encourage the use of words for the child to express what they are feeling rather than use actions such as biting.

The staff member would:

- Immediately move away the child who bit from the other child/children for a short time. They would sit apart from the other children for a maximum of 5 minutes and at all times supervised.
- Get the child to acknowledge the hurt they have inflicted on another child: “Samantha, I can see you are frustrated but it is not OK to bite. Lucy is very sad now. You’ve hurt her arm.”
- Suggest a more helpful way of doing things using problem solving skills: “What would be a more helpful choice for you to make? How could you do it a more helpful way next time?”
- Make things right: “Perhaps you might want to say sorry when you are ready.” The child needs to offer some sort of acknowledgement to the child that was hurt either in words (saying sorry) or actions (hug, gesture of friendliness). If the child is unable to do this alone, then the staff member will assist them.
- The child is then helped back into play with the other children.
- Should the child continue the behaviour, then a Behaviour Guidance Strategy like those outlined for the Baby and Toddler groups would be used.

Physically aggressive and bullying: As above.

Important: The use of physical punishment by staff, relief staff, students and/or visitors as a behaviour guidance strategy is not acceptable under any circumstances. The use of isolation,

humiliation, intimidation or negative labelling by staff, relief staff, students, and/or visitors as a behaviour guidance strategy is not acceptable under any circumstances.

We will always aim to provide a space away from any stressful situations for a child who may need time to rest or calm down before re-joining their group. We will allow children to release feelings of frustration, anger, excitement, etc. We will provide activities such as messy play, dancing, music, and opportunities for shouting as part of their daily programme and at specific times for children as the need arises.

Behaviour management will be discussed daily between Practitioners and parents at drop-off and collection times. Any specific information on incidents which have taken place will be discussed with parents - the confidentiality of any other children involved will be always maintained.

Any on-going difficulties in behaviour can be addressed in private meetings via zoom or telephone calls if preferred between parents, Practitioners and/or the centre manager.

Observations and key notes will be recorded and kept on child's development file and is held in complete confidence. This file can be viewed and discussed with the parents at meetings to aid the child's development and behaviour management.

With consent of the parent or by anonymous enquiry the advice of other childcare professionals may also be sought to assist in putting in place strategies for behaviour management. The staff will always work in the best interest of the child using their best judgement in situation which can be demanding and stressful on all involved.

Biting

KangaKare recognise the distress that biting can cause for the child who is biting, the child or children who are bitten, the parents of the child and our Practitioners. When dealing with issues of biting it is our policy to firstly address the reason behind the behaviour and then put in place a strategy to divert, resolve or prevent the behaviour from re-occurrence.

Common strategies that we have successfully used for biting incidents in the past include:

- 1) Offering the child who is biting an item, such as a teething ring, which can be used to be bitten rather than another child or object. (This can work well if the biting is caused by painful teething etc.)
- 2) Shadowing the child who is biting: This method allows the child to continue to take part in the full activity programme whilst an adult (a Practitioner, or other specified person) offers 1:1 observation in the form of shadowing the child around the room to prevent bites from occurring.
- 3) Age-appropriate discussion: discussion should take place on a 1:1 and as part of a group setting to encourage all children to understand the behaviour is unacceptable.

It is important for all persons involved to acknowledge that although biting is a particularly anti-social behaviour for adults, but it is commonly seen in the normal development of many preschool children and can usually be dealt with quickly with the support of all involved parties.

We encourage parental involvement and suggestions surrounding all behaviour management strategies.

Sample of Causes of extreme challenging Behaviour:

Physical- What Is Going on Before, During, and After the Behaviour? Behaviours typically occur because of some environmental signal or because the behaviour has been rewarded in the past.

Developmental – different stages of development will bring different behaviour, for example a temper tantrum. Developmental delay (such as late language/speech development) can be a source of frustration and challenging behaviours. It is our policy that all staff is fully informed about any developmental issues that could influence behaviour before your child starts in Kangakare.

Emotional – if a child is emotionally upset this will influence behaviour. Bereavement, an ill parent, a new baby, a house move can have implications for a child's behaviour. We ask parents to let staff know of any such situation in a child's life, so we can observe their behaviour and support and help the child as best possible.

Environmental – a child can display challenging behaviour if he/she does not have enough space or if the play equipment is inappropriate. It is the responsibility of all staff to ensure the playrooms are not cluttered and that each child has enough space to move freely.

Intellectual – a child may display difficult behaviour if he/she is under-stimulated or overstimulated, extreme noise levels, awareness, and staffing approaches. It is the responsibility of management and all practitioners to ensure a varied and interesting programme, and activities are provided and suitable to the development needs of all the children in our care.

Anti-Bullying

Children need their own time and space. It is not always appropriate to expect a child to share and it is important to acknowledge children's feelings and to help them understand how others might be feeling. Children must be encouraged to recognise that bullying, fighting, hurting and racist comments are not acceptable behaviour. We want children to recognise that certain actions are right and that others are wrong.

Bullying takes many forms. It can be physical, verbal, or emotional, but it is always a repeated behaviour that makes other children feel uncomfortable or threatened.

Any forms of bullying, for example physical, mentally, emotionally, and cyber bullying is unacceptable in Kangakare and will be dealt with immediately. At our service, staff follow the guidelines below to enable them to deal with this extreme challenging behaviour:

- Staff are encouraged to ensure that all children feel safe, happy, and secure
- Staff are encouraged to recognise that active physical aggression in the early years is part of the child's development and that it should be channelled in a positive way
- Children need to be helped to understand that using aggression to get things is wrong and will be encouraged to resolve problems in other ways
- Our staff are encouraged to adopt a policy of intervention when they think a child is being bullied, however mild or "harmless" it may seem
- The staff are ready to initiate games and activities with children, when they feel play has become aggressive, both indoors and outdoors
- Any instance of bullying will be discussed fully with the parents of all involved, to look for a consistent resolution to the behaviour

If any parent has a concern about their child, a member of staff will be available to discuss those concerns. It is only by co-operation that we can ensure our children feel confident and secure in their environment, both at home and here in Kangakare.

Managing Conflict and Challenging Behaviour with School Age Children

When dealing with such behaviours and or conflict the practitioner will follow these steps considering the child's age and stage of development and understanding:

- The leader will work with the child to address the unacceptable behaviour and will try to find a solution to the problem.
- If the unacceptable behaviour continues, the leader will address the problem with the parents of the child and the Manager.
- They will work in partnership to resolve the problem over a period of two weeks.
- If the unacceptable behaviour continues, the parents will be asked to remove the child from the service for a fortnight.
- After this period, the child will have the opportunity to re-join the club and the child's behaviour will be observed.
- If there is a repeat of unacceptable behaviour the parent's will be contacted immediately and asked to remove the child permanently from the club.

All the above actions will be kept confidential, recorded, and filed away in a lockable cabinet.

Nappy changing & toileting policy

KangaKare believes that nappy changing is very important for young children's wellbeing, that they are interacted with positively and respectfully during all personal care activities. It is a time for both key worker and child to develop a bond while providing a safe and clean environment to carry out nappy changes. KangaKare will ensure the child's dignity is respected and that it is a positive experience for both the staff member and child. This Policy works in partnership with our policy on Infection Control and is to help reduce the risk of infection to children and staff members from nappy changing and personal care activities.

Procedure:

- Children's nappies and other items are stored in individual compartments and labelled.
- All children will be asked/ informed when it's time to change their nappy.
- Children's nappies will be changed in regular intervals or when necessary.
- Disposable paper towels are used for hand-drying purposes and to wipe down the area after use
- Disposable gloves are provided and worn during nappy changing; however, this does not negate the need for hand washing.
- Staff will interact in a positive way with the child during the nappy changing.
- Soiled nappies are bagged and disposed of hygienically i.e., sanitising unit.
- The nappy changing mat is disinfected after every use.
- Anti-bacterial soap is provided for hand washing.
- Children are never left unattended when having their nappy changed.
- If required, another staff member is always available to aid.
- Each nappy changing is recorded in the child's daily record.
- Cleaning schedule is in place to ensure that the nappy changing area is always clean and hygienic.

Covid-19 Policy and Procedures

Introduction

COVID-19 is a notifiable disease and at KangaKare we follow procedures as set out in the service's Infection Control policy for notifying Tusla, HSE, Preschool Environmental Health Officer and the Public Health Department, if there is a confirmed case in the service. If two

or more children or staff test positive for COVID-19 at the same time the Department of Public Health, HSE or Tusla will be contacted for advice.

A combined effort will help contain the spread of the virus. We will:

- Support at Risk/Vulnerable Workers: If an at risk or vulnerable worker cannot work from home and must be in the workplace, employers will make sure that they are preferentially supported to maintain a physical distance of 2 metres. It is recognised that, by its very nature, setting-based childcare does not lend itself to remote working arrangements; however, employers should enable vulnerable workers to work from home where possible (e.g., administrative or support work)
- Continue to monitor our COVID-19 response and amend this plan in consultation with worker representative (s)
- Provide up to date information to our staff on the Public Health advice issued by the HSE and Gov.ie
- Display information on the signs and symptoms of COVID-19 and correct hand-washing techniques within the setting
- A lead worker representative will be appointed and trained, and an adequate number of trained COVID-19 Worker Representative(s) will be provided who are clearly identifiable and a reporting system will be put in place.
- A structured framework to be followed by management and worker representative (s) within the organisation to be put in place
- Inform all staff of essential hygiene and respiratory etiquette.
- Keep a log of contacts to help with contact tracing
- Update our pre-existing infection control policy to establish a procedure to be followed in the event of someone showing symptoms of COVID-19 while in the setting
- Provide instructions for staff to follow if they develop signs and symptoms of COVID-19 during work
- An isolation room will be identified – Office
- Intensify cleaning in line with government advice

All managers, supervisors and staff will be consulted on an ongoing basis and feedback is encouraged on any concerns, issues, or suggestions.

This can be done through the setting COVID-19 Representative(s): Mandy Kelly & Anita Crummy

Children Displaying symptoms

- Any child who is unwell with a high temperature/fever, have a cold, influenza or infectious respiratory symptoms of any kind or displaying any of the symptoms of Covid-19 need to stay at home for 48 hours, contact their GP and seek their guidance.
- In the case of a new cough, the child will need to stay home for 48 hours, contact their GP, and follow their advice. If your child's symptoms get worse within the 48 hours, you will need to do a Covid test.
- Any child who tests positive for Covid-19 should isolate for the 7-day period and restrict movements for 3 days (10 days altogether) from when the first signs of COVID-19 started or from their positive test result. For example, the day your child displays symptoms or tests positive is classed as day zero.
- Any child who is a household close contact of a person who has COVID-19, and the child cannot self-isolate from that person, they should restrict their movements for 14 days. If your child does not have any symptoms of COVID-19 after the 14 days, they can stop restricting their movements and return to creche.
- Any child with a runny nose/sneezing with no other signs of illness and in good form, no fever of 38.0°C or higher, no cough, no difficulty breathing can attend creche as normal.
- Any child with a temperature of 38 degrees or higher should stay home for 48 hours until symptom free.
- Any child who requires Calpol or Nurofen to mask a high temperature should stay home for 48 hours until symptom free.
- If your baby is teething, they can come to creche as normal, staff can administer Calpol, or Nurofen as required for pain relief.
- Any child that has had a Covid test and it has come back negative and have been diagnosed by their GP with any kind of viral respiratory infection – should stay home for 48 hours and only return if symptoms have started to clear, staff can administer antibiotics as required once the child has been on them for 24 hours and has had no reaction. (Please refer to our illness policy on all exclusion periods)

Parents

- Only parents or carers who are well and have no symptoms of COVID-19 should be dropping off and collecting children.

General

- Parents will no longer have access to the service.

- Visitors or contractors should only be permitted to enter the service on essential business e.g., essential maintenance, and they should be asked to make these visits outside of the usual operational hours.
- KangaKare requests that people who are in the high risk or in vulnerable categories not to attend the service

Dealing with a suspected case of COVID-19 in the service

To safely manage a situation whereby a staff member or a child becomes unwell while in KangaKare and may be presenting as a suspected case of COVID-19 KangaKare has a response plan in place which includes the following:

- Management, alongside of Unit heads will safely manage suspected cases.
- The crèche office will be used as an isolation area. We will use the safest route from the classroom directly to the office.
- The isolation area has the ability to isolate the child/person behind a closed door and is not accessible by other staff and children.
- In the isolation area Personal protective equipment is available i.e., gloves, face masks; tissues, hand sanitizer, disinfectant, dedicated pedal bin to dispose of any waste material.

Staff

If a staff member becomes unwell and presents as a suspected case of COVID-19 while at work in the service

- The staff member should be isolated and there should be a procedure in place to accompany the staff member to the isolation area via the isolation route, keeping at least 2 meters apart from the staff member.
- The staff member will be provided with a mask, tissues if required and to use the dedicated waste bin, as necessary.
- The staff member will be advised not to touch surfaces, people, or any objects.
- Management will where possible assess whether the unwell staff member can immediately be asked to go home and contact their GP.
- The staff member will only return to the service under the advice of their doctor and complete a return-to-work declaration prior to returning to the workplace.
- Management will arrange for appropriate cleaning and disinfection of the isolation area, or any other area required.

Child

If a child becomes unwell and presents as a suspected case of COVID-19 while at the service

- The child will be brought to the isolation area by a staff member via the isolation route, where possible keeping at least 2 meters apart from the staff member. The child's age and child's wellbeing will be at the forefront in the staff members approach in dealing with this situation.
- Depending on the age of the child a mask may be offered to the child and tissues if required and use the dedicated waste bin, as necessary. A child friendly approach will be considered, and each child will be treated with respect and on an individual basis.
- The staff member caring for the child in isolation should wear personal protective equipment i.e., face mask and gloves.
- The child should be encouraged not to touch surfaces, people, or any objects. The staff member will engage with the child and introduce fun games as a distraction until their parent arrived to collect them.
- Management will contact the child's parents immediately and ask them to collect the child immediately and to contact their GP. Public transport of any kind should not be used. Parents are asked to ensure their emergency contact persons can collect the child should it be required.
- The child can only return to the service when they have completed their isolation period and / followed their doctors / HSE advise instructions.
- Management will arrange for appropriate cleaning and disinfection of the isolation area or any other area.

Communication of policies to staff & parents

Staff induction day, new staff members must read all policy documents and handbooks prior commencing. The management team will explain these policies to the staff member. For ease of access, every class has a full copy of our policies for staff to refer to when dealing with a new situation or need clarification. This too is offered to our new parents when settling in on induction visit with their child.

Review of policies are emailed to parents when completed, prior to review of policies KangaKare will seek suggestions and support and input from children (age appropriate) parents, staff and supporting bodies.

Afterschool Club: On commencement of the school year Practitioners will inform the children of our classroom practices and respectful behaviours. To ensure that the children voices are heard, the Practitioner ensure that time is spent at the start of term to talk to the children to find

out what their expectations are of the afterschool and what they would like to do throughout the year. The practitioner will mirror our policies show the children how to unsure we are living in a welcoming and safe environment. It is important that the children have an input in these polices and practice and we would meet with the children and discuss these.

The service App: on enrolment of each child the parents are informed and assisted in logging into our service App. This app records the child's routine and development while in the service. Messages will be shared privately or in group messages such as updates polies, illness within the service etc. Parents can message the management team or their child's teacher privately though the App.

Code of conduct for Parents:

In early years' services, we all have our roles and responsibilities regarding our behaviour towards others including the parents of the children we care for.

In our service, the parents also have responsibilities regarding their behaviour towards the children, workers, volunteers, and students in the setting. We expect parents to support the respectful ethos of our service by setting a good example in their own speech and behaviour towards all members of our childcare service.

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

Parents of children involved with our work are also informed of our guidelines, Policies and Procedures.

The following guidelines set out the expected behaviour of Parents/guardians and other persons that may collect or drop off a child to our service:

- Never discuss other parents or children in front of the children.
- Inappropriate social conversations are not permitted on the premises.
- Refrain from bringing family pets/dogs into the services premises or grounds (even if on a lead).
- Parents should be courteous to other parents, staff, and children.
- Parents must supervise their children on our premises when collecting other children or visiting the service.
- Parents must supervise their children around parked cars and grounds once their child has been collected.
- Parents should direct any comments or complaints to the Manager, and we will aim to resolve any problems following our complaints policy.
- Parents should respect the pre-school environment, including keeping the pre-school tidy by not littering.
- Parents should follow the parking rules when dropping and collecting children from pre-school.

To support a peaceful and safe pre-school environment, our service cannot tolerate:

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

The above behaviours on our premises will be reported to the Manager and may result in the prohibition of an offending adult from entering our grounds or premises to safeguard our service and our pre-school community.

Soother Policy

KangaKare understands that some children require the use of soothers throughout their day in crèche. We aim to keep the use of soothers at a minimum during the day and are only used for sleep times unless needed otherwise. Kangakare Childcare aims to ensure a high standard of hygiene is always promoted around the use of soothers.

Procedure

- Parents of children who use soothers should provide a soother for their child which will be kept in a sterilised soother box in the fridge, labelled.
- Soothers are not recommended for children over 3 years of age.
- Soothers will be used predominately during sleep time or where a child needs a comfort moment.
- Soothers will be sterilised as required.

Inclusion Policy

Here at Kangakare we actively promote inclusive practice to best meet the needs of the children, families, and staff of our centre. All children are welcome to attend Kangakare regardless of ability, need, background, culture, religion, gender, or economic circumstances. Through inclusive practice, we aim to reflect our wider community and promote positive

attitudes to both the similarities and differences in each other. To achieve this, we actively engage with children, parents, and other organisations as appropriate.

The inclusion policy forms an important aspect of the recruitment of staff within the service.

Applicants will not be excluded from being considered for a position based specifically on their need, background, culture, religion, gender, or economic circumstances. (As pertaining to the Equality Act 2004). Positions will be offered based on competency, qualification, and enthusiasm for the position.

Valuing Diversity in Families

KangaKare staff regularly engage with parents to facilitate information sharing and to ensure parents are involved in planning for their child's learning and development.

Information sharing between staff and parents ensures a partnership approach which happens in the form of daily communications as well as scheduled meetings as required.

Staff, children, and parents work together to ensure that food served in our service meets the medical, cultural, and dietary needs of each child.

Parents and children are encouraged to contribute to various aspects of our service for example: Providing information or resources illustrating aspects of their lives, culture, or community.

The curriculum, activities, books, materials, and environment are used to reflect the diversity of all children, families, and the wider community. Where possible, these will be adapted as necessary to facilitate the inclusion of all children within the daily routine and activities of the service.

Staff actively discourage stereotyping of gender, culture, background, or ability by facilitating non-stereotypical play, and using non-stereotypical resources and images. We strive to provide learning experiences that are meaningful to each individual child and recognise varying learning styles and abilities.

Dealing with discriminatory incident's

- Recognise and acknowledge what is happening.
- All children will be informed that name-calling or physically hurting someone is unacceptable.
- When an incident occurs both children learn from the incident. The response to the incident will reference the rules of the service as appropriate.
- All staff will endeavour to determine the real reason for incidents involving exclusion or conflict. It may not be a discriminatory incident, so staff will be careful not to make assumptions.

- Some issues may arise from comments made from parents or adults outside the service. Staff will recognise when it is an adult issue and identify appropriate actions for addressing the issue with the child's parents or guardians.
- Appropriate actions will be taken, at circle time or in group discussions, to address incidents witnessed by children who were not involved.
- Be aware of our own attitudes and how they can shape how we respond to a given situation. All staff will be mindful that early childhood practitioners are role models for the children and the early years' service.

Infection control policy

Communication with TUSLA

KangaKare will notify TUSLA within 3 working days if any of the following occur.

- The death of a pre-school child while attending the service.
- The diagnosis of a pre-school child attending the service, an employee, unpaid worker, contractor, or other person working in the service as suffering from an infectious disease within the meaning of the Infectious Diseases Regulations 1981. (See Accident & incident Policy for list)
- An incident that occurs in the service and that results in the service being closed for any length of time.
- A serious injury to a pre-school child while attending the service that requires immediate medical treatment by a registered medical practitioner whether in a hospital or otherwise.
- An incident in respect of which a child attending the service goes missing while attending the service.

Prevention & infection control measures

- We have a hand washing policy which all staff promote and model for the children, after using the toilet, before/preparing food, after nose wiping, bins and mopping up spills.
- Immunisation policy will be always followed with all children and staff.
- Parents are asked to keep their child home if they have infectious illness in line with our illness and exclusion policy.

- Staff will also adhere to our illness policy.
- We reinforce good practice regarding keeping the environment clean and safe.
- Cleaning schedules are recorded and kept.
- Bin removal company the removal of waste at our setting.
- Kangakare is free from pets and rodents, and we have a contract with an external agent who checks our premises on a quarterly basis.
- We provide information leaflets on immunisation schedules, and prevention of infection.
- Staff wear protective gloves and aprons while changing nappies.

Hand Wash Procedures

Hand washing facilities are available in each childcare room, toilets, nappy changing areas, food preparation areas and cleaning areas. Children can use the hand washing facilities when they need them, and they will be encouraged and supported to practice this new skill.

Water is thermostatically controlled to ensure that hot water is no hotter than 43° to avoid scalding and facilitate hygienic hand washing. These temperatures are monitored and recorded in each classroom throughout the day. Staff will encourage children to wash their hands after using the toilet, before eating any food and after playing outside.

Guidelines and Posters on handwashing are displayed in each class which are age appropriate to the group. These guidelines incorporate visual images that are appropriate for staff and children.

Staff will ensure that all materials required for hand washing are stocked up at the end of each day for the following day.

- ✓ Hand Soap
- ✓ Disposable white paper towels
- ✓ Tissue paper

Staff's responsibility for their personal hand hygiene:

- Wash hands at the start and end of each shift.
- Eating, handling/preparing food or assisting/feeding a child.
- Preparing meals, snacks, and drinks.
- After using the facilities.
- Entering a new classroom where they will be assigned to perform duties.

Staff must wash hands following these listed activities:

- Using the toilet or helping a child to use the toilet.
- Nappy changing.
- Playing, or handling items, in the playground – e.g., toys, sand, water.
- Handling secretions e.g., from a child's nose or mouth, from sores or cuts, blood, or body fluids (feces, vomit, spit, nappies, pads, pus, and urine).
- Handling or dealing with waste or rubbish.
- Handling of raw meat.
- The removal of disposable gloves and/or aprons.
- Handling pets/pet litter, animals/cages/animal soil, etc.
- Cleaning the Service.
- Washing/handling of soiled clothes.
- Coughing or sneezing.
- When hands are dirty.

Hand washing procedure for staff:

- Wet hands thoroughly under warm running water
- Apply a squirt of liquid soap to cupped hands.
- Rub palm to palm 5 times making lather/suds.
- Rub your right palm over the back of your left hand and up to your wrist 5 times, Repeat the other hand.
- With right hand over the back of left hand, rub fingers 5 times. Repeat on the other hand.
- Rub palm to palm with fingers interlaced.
- Wash both thumbs using rotating movement.
- Wash nail beds, rub the tips of your fingers against the opposite palm.
- Rinse hands well making sure all the soap is gone.
- Dry hands fully using a fresh paper towel and disposed in bin after use.

Children's Wash Hands Procedure:

- Use children's steps where necessary and always support the child.
- Use as song to promote a 15/20 second hand washing time frame.
- Age appropriately demonstrates to the children the procedure staff following to clean their hands.
- Children must be supervised while washing their hands. After school children may require some support while hand washing, adapt your approach according to each child's individual needs through observation.
- Include Hand Hygiene into the curriculum planning, Gem Block, sneeze station Etc.
- Ensure the children have thoroughly rinsed and dried their hands each time.
- Ensure children with a Care plan for Skin care is followed: care plans located in child's personal file.
-

This Is the Way We Wash Our Hands

(Sing to the tune of “Here We Go ‘Round the Mulberry Bush”)

This is the way we wash our hands, wash our hands, wash our hands,

This is the way we wash our hands every single day.

This is the way we scrub our fingers, scrub our fingers, scrub our fingers,

This is the way we scrub our fingers, every single day.

This is the way we rinse our hands, rinse our hands, rinse our hands,

This is the way we rinse our hands, rinse those germs away!

Hygiene procedure:

To curb the spread of infection and illness from group to group our staff will adhere to a strict hygiene & toy cleaning routine on a regular basis and spontaneously when informed of any communicable illness in the building.

Cleaning Programmes check lists are displayed in all classes and common area's throughout the building. General cleaning is completed daily, i.e., hoovering, washing floors, disinfecting the changing areas and toilets and general upkeep of the children's environment. Deep cleaning and toy cleaning are completed on a cycle or usage time frame, or immediately if a report of a contagious illness is reported.

All staff are aware of their role in maintaining high standards of hygiene

- Toilets, floors, tables and chairs and other areas are cleaned daily to help decrease the spread of infection.
- A wash hand basin is provided in each room with a supply of hot and cold running water, anti-bacterial soap and paper towels, hand wash basin is also available in nappy changing areas and kitchen.
- Nappy changing area is wiped down after every use and there is a nappy changing policy in place.
- Wet and soiled nappies are disposed by individually wrapping them and placed in a lidded bin which is emptied daily. In the event of a possible gastric nappy, staff will double bag the nappy and dispose of it in the external bin.
- Staff wear gloves & aprons when changing nappies, assisting children to the toilet, dealing with bodily fluids, cleaning, preparing, and serving food and wash hands after removing gloves
- All linen is laundered once a week, all children have their own linen and if necessary, washed more regularly.

Procedure for reporting an illness of a child:

- Staff will report any illness to the manager or designated person in charge.
- Staff will call parents to inform them of their child's well-being, and how they present.
- In the event the child requires a doctor's appointment the parent will make the arrangements and call the service back to arrange a time for collection of their child.
- Parents are asked to call the service after diagnosis to keep the lines of communication with other parents open in the event there may be an outbreak of a contagious illness.
- Please see list below of common infection for guidelines for exclusion periods.

Although we take every precaution possible to prevent the spread of infection and illness with regular toy cleaning and hygiene routines throughout the building, when young children are brought together in a group environment there is an inevitable increase in germs and therefore infections may spread more quickly which may mean it is possible that your child will become ill.

The child's teacher will inform Parents by Little Vista app if there are any illnesses within the building and advising of signs and symptoms to watch out for in their child.

KangaKare cannot provide care for children who are unwell, and we ask that if your child is not well enough to participate in the activity program, including outside play that they are kept at home. Please also keep your child at home if he/she is showing any of the following symptoms, but not limited to:

1) A temperature of 38 degrees

Any temperature that is 38 or higher is classed as a high temp. If your child comes down with a high temp while in our care, you will be rung, and the child will need to be collected. Your child must stay home for 48 hours, and the temp should be manageable and down for 48 hours before they return to KangaKare.

2) Vomiting & / or Diarrhoea – Should stay home for a minimum of 48 hours after the last bout and must have had at least one usual meal /milk intake before returning to KangaKare to ensure that any infection has completely cleared.

2) Undiagnosed rash –Any rash that appears on a child must be diagnosed by a G.P. and the information of the diagnosis is required by KangaKare staff in order that we are able to fore fill our responsibility to inform other families attending KangaKare of suspected or confirmed illnesses or infections. If a child produces with a rash whilst in our care our staff will monitor the rash, the child's temperature and any other signs and symptoms and then make an informed

decision to send the child home. The parents will be contacted by telephone and always kept up to date with the situation.

3) Thick, yellowish green discharge from the eyes, ears, or nose – If a child presents us with a thick yellowish green discharge from the eyes, ears or nose we ask that they are kept at home until the discharge has cleared or the discharge has been deemed not to be infectious by a G.P. as it may be a sign of contagious infection such as conjunctivitis, ear infections etc.

4) Head Lice – We ask that parents inform us if their child presents with Head Lice and treats both the child and the family with a recommended head lice shampoo before returning to KangaKare.

5) Any condition that would prevent the child from participating fully in daily activities including outside play.

6) During the first FULL 24-hour period of an antibiotic medication starting.

7) General Anaesthetic- 48 hours minimum after Anaesthetic.

8) Any communicable illness.

Vulnerable children & Immunisations

Some medical conditions make children vulnerable to infections that would rarely be serious in most children, these include those being treated for leukaemia or other cancers, on high doses of steroids and with conditions that seriously reduce immunity. Kangakare would be notified of this by the parents of these children who are particularly vulnerable to chickenpox or measles, and if exposed to either of these, the parent/career would be informed promptly, and further medical advice sought. It may be advisable for these children to have additional immunisations, for example pneumococcal and influenza.

Kangakare is legally obliged to keep a record of all children's immunisations and asks parents to provide a copy from their doctor or a copy of their immunisation passport for the child file. The information provide must include the following:

- Name, date of birth
- Age at which immunisation is due, and date given
- Date vaccination record was sighted
- Where/ by whom it was given.
- Whether the child is up to date with immunisations.
- If the child has not been immunised, the reasons why?

For example, parental choice/ underlying medical condition. The service will complete an annual audit on each child's file and request that the parents keep us up to date on further immunisations their child may have received through the year.

Should there be an infectious outbreak all parents and staff will be notified in writing and, where necessary, verbally. It is the responsibility of the family to keep the service up to date with the child's immunisations. The service will seek advice from the HSE with regards to children who are not immunised and request the parent to seek written clarity from their GP as to the risk their children may face while in our care and any risk that other children may be exposed to.

Staff Illnesses

Staff are treated in the same regard as children attending the service. KangaKare has a relief panel of staff to cover when our set staff are sick. Relief staff will be called in, in the event a staff member is suffering from an illness that may be contagious. These staff are fully trained and qualified. Again, the same procedure is followed to reduce the risk of further spread.

Please refer to list for exclusion periods, if you require further assistance, please speak with the crèche manager.

Staff Training on an ill child:

All staff receives induction training and ongoing training. In which they are trained in the procedure of medical administration and supervision after. Where a child may need additional medical assistance/ medication, the Manager and Unit Head will meet with parents to discuss the requirements needed and if any training should be required to assist the child. After which all staff will be trained in the required field.

Emergency Procedure of a seriously unwell child:

- If the staff are concerned that the child needs immediate medical attention the parent will be contacted by telephone. In the event the parent of the unwell child cannot be contacted, staff will contact their listed emergency contact person / Guardian as listed on their child detail form.
- In the event of staff being unable to contact a parent the accident / incident procedure will be implemented.
- Manager will contact the house doctor and arrange an immediate emergency appointment. The Manager and a second member of staff will accompany the unwell child to the doctor's surgery to seek medical attention.
- In the event of a serious accident or medical emergency, i.e., Anaphylactic, Seizure etc, the staff will follow the child's care plan as set with parent and medical professional. Senior member of staff will contact the emergency services and stay on the line until

such time they arrive. As per the CIP a second member of staff will call the parents to inform them of the situation and request them to come straight and collect/ or accompany to ambulance service to the hospital.

- In the event the child's Parent cannot get to the service in time to accompany the ambulance service. The manager will retrieve the child's file from the office along with a mobile phone and accompany the child to the hospital.
- In event of the manager accompany the child to the hospital, the assistant manager will take charge of the service until the managers return.
- The management team will follow the CIP displayed in the parental folder located in the main lobby and displayed in each class. All emergency contact numbers are listed on the CIP display board.
- Head injury: Any accident / incident involving a fall, with a bang on the head the child's parent will be contacted.
- A decision will be taken by the senior staff member present whether the child will be sent home.
- This will be documented in the accident book and parent will be requested to sign.

Care Plans

Children who may require medication or Emergency medication or have an allergy that require medical administration must inform the service and complete a Care plan in partnership with their General Practitioner.

- All staff hold a full First Aid Certificate which includes the administration of EpiPen's.
- The parent must meet with the Manager and arrange the training if needed of emergency care needed.
- Children with any allergies, parents must inform the service within the child detail and complete a care plan.

Medical certification & Visits to KangaKare by medical staff:

KangaKare has the right to refuse a child on the grounds of protecting other families against infection with or without a doctor's note.

Visits to KangaKare by medical staff for the purpose of treating or diagnosing a child (except in the case of an emergency) may only be authorised by KangaKare with written consent from the parents. Any medical expenses left owing from such a visit will be the responsibility of the family and not of KangaKare.

Common Rashes and Skin Infections	Exclusion period	Notes
Chickenpox	Until Scabs are dried over 5-7 days after onset of rash	Vulnerable children and pregnant ladies
German Measles	Seven days from onset of rash	Vulnerable children and pregnant ladies
Hand Foot and Mouth	Until Scabs are dried over 5-7 days after onset of rash	When all spots have crusted over.
Impetigo	Until lesions are crusted or healed or 24 hrs after the start of antibiotic	Antibiotic speeds healing and reduces the infection period
Measles	4/5 days from onset of rash	Vulnerable children and pregnant ladies
Ringworm	Requires treatment before returning	Treatment required
Scabies	May return 24hrs after treatment	Household also need treatment
Scarlet Fever	24 after start of antibiotic	Antibiotic required
Slapped cheek/ fifth Disease Parvovirus	24 hours after the fever has resolved	Notify pregnant staff/ parents
Shingles	Exclude only if rash is weeping and cannot be covered	Can cause chickenpox in those who are not immune: i.e. Have not had chickenpox. Vulnerable children and pregnant ladies
Diarrhoea and / vomiting	48 hours from the last episode	Child is eating well, and stools have returned to normal
Flu (influenza)	Until recovered	See vulnerable children
Respiratory Infections	Inhalers Antibiotic Steroids	Remain at home for full 24 hours from the commencement of treatment

Common Rashes and Skin Infections	Exclusion period	Notes
Whooping cough	5 days from commencing antibiotic or 21 days from the onset if no antibiotic treatment	Preventable by vaccination, after treatment a non-infectious coughing may continue for many weeks
Conjunctivitis	After 3/4 doses of treatment (24 hours)	Contagious
Glandular fever	None if presenting well – infectious up to 7 weeks before symptoms	Not common in young children
Head lice	Once treated and maintained	Keep hair tied back
Hepatitis A	7 days after onset of jaundice or symptoms of onset of jaundice	Contact DPH for control measures
Hepatitis B C HIV/AIDS	None	Blood born viruses are not infectious through normal contact.
Meningococcal meningitis septicaemia	Until fully recovered	Meningococcal C is preventable by vaccination. DPH will advise of action required. No need to exclude siblings for contact to case
Meningitis due to other bacteria	Until fully recovered	Hib and Pneumococcal meningitis are preventable by vaccination Contact DPH for action required. No need to exclude siblings for contact to case
Meningitis viral	None	Milder illness
Mumps	5 days on the onset of swelling	Preventable by MMR x2
Threadworms	Once treated	Treatment for whole family is required

Common Rashes and Skin Infections	Exclusion period	Notes
Tonsillitis/ Pharyngitis	24 hrs after antibiotic in the case of Bacterial infection	Most cases are due to viruses and do not need an antibiotic
Covid 19	Full Guidelines	Until child/adult is well and completed the full exclusion period (7 days isolation & 3 days restricted movements)

Communication of policies to staff & parents

Staff induction day, new staff members must read all policy documents and handbooks prior commencing. The management team will explain these policies to the staff member. For ease of access, every class has a full copy of our policies for staff to refer to when dealing with a new situation or need clarification. This too is offered to our new parents when settling in on induction visit with their child.

Afterschool Club: On commencement of the school year Practitioners will inform the children of our classroom Health & safety & illness policy. To ensure that the children voices are heard, the Practitioner ensure that time is spent at the start of term to talk to the children to find out what their expectations are of the afterschool and what they would like to do throughout the year. The practitioner will mirror our policies show the children how to ensure we are living in a welcoming and safe & healthy environment. It is important that the children have an input in these policies and practices, and we would meet with the children and discuss these.

The service App: on enrolment of each child the parents are informed and assisted in logging into our service App. This app records the child's routine and development while in the service. Messages will be shared privately or in group messages such as updates policies, illness within the service etc. Parents can message the management team or their child's teacher privately through the App.

Administration of medication policy & procedure

Medication Administration: The "Five Rights" is a procedure which will be consulted before the administration of medication.

It is set out as follows.

"Right medication, right child, right dosage, right form, right time"

Except for teething gels and temperature control medication such as Calpol, KangaKare staff will only administer prescribed medication from a registered G.P or holistic practitioner. All children must first have fore filled any exclusion period from KangaKare in respect of their

particular illness if necessary and all medication excluding teething gels and Calpol require a signed consent from parents prior to our staff administering to a child.

Teething gels and Calpol can be signed off on your child detail form upon enrolment. All other medications require completion of a Medical Consent Form for each separate course of medicine.

In all cases staff administering medicine will do so in pairs, one person will check the medication is for the correct child, the correct dose is measured out on an appropriate spoon or syringe.

Both staffs will check:

- ✓ The route in which it should be administered.
- ✓ Amount to be administered.
- ✓ Expiry date of medication
- ✓ Full Name of child is marked on medication.
- ✓ Last administer time and by whom
- ✓ Opened on date and medication in its original packaging.
- ✓ Both staff will sign the consent form for each dose administered.
- ✓ All medicine must be clearly labelled.
- ✓ Storing the medication safely and appropriately
- ✓ Medication will never be administrated without written permission from parents.

Storage of medications:

- All medications brought into Kangakare should be in a zip lock bag with the child's name on it and have child proof caps on all bottles. They will be stored:
- At the proper temperature (according to the label)
- Away from food
- Out of reach from children
- Medications requiring refrigeration will be clearly marked and separated from food in a secure container marked 'Medications'. Access to the fridge is restricted to staff only
- Inhalers will be stored in a manner than allows them to be accessed quickly in case of an emergency, they will be labelled with the child's name.

Self-Administration of Medication:

Where a child is permitted to administer their own medication, it will be clearly identified within the care plan the following:

- The name of medication
- Storage location of medication

- When it is required
- What quantity is required?
- How staff assess the situation, monitor how the child displays him/herself in the environment prior and after administration of medication.
- Staff will access the medication and give it to the child to administer under their full supervision.
- The staff will follow the 5 rights procedure for medical administration and document the time, amount, and the reason on a medical consent form. This will be signed by the parent upon collection and a message sent through the App.

Disposal of medication

- All medication stored in the service will be assessed monthly to ensure that it is in date and has not been tampered with. Any medication which needs to be disposed of will be returned to the parent to dispose of.
- Temperature controlling medication supplied by the service will be checked monthly, and any medication that needs to be disposed will be disposed of in an appropriate manner.

***Calpol & **Teething \Gels: Dosages as per manufactures guidelines policy**

Temperature control medication and / or teething gels can be authorised to be given by our staff see or at parental instruction by the parent signing the corresponding section of the Child Detail Form at time of enrolment. If your child has been given any medication during their day, it will be recorded on the medical/ Calpol consent form which is signed by a parent at drop off and will be discussed with parents and signed off by parents on collection. Staff are not authorized to give Calpol or teething gels unless they are required to control pain or high temperatures for teething. The misuse of the temperature control medication can cause serious harm or render them less effective therefore staff will not administer Calpol or any other temperature control medication unless it is necessary and in the best interests of the child.

Communication with Parents/Guardians

Parents and Guardians will be sent a copy of our policy & procedure document prior to your child starting with us. Should you have any queries, these can be discussed with management at any stage. Parents can also request a copy for our policies, via email or through our App. School age children do not have access to medication. All medicine is stored in the class in a locked medicine box. Children who require to administer medication will be supervised at all times. Personal Care plans will be drawn up with Parents and school Age children (age appropriate) prior to commencement.

Staff induction day, new staff members must read all policy documents and handbooks prior to commencing. The management team will explain these policies to the staff member. For ease of access, every class has a full copy of our policies for staff to refer to when dealing with a new situation or need clarification.

The service App: On enrolment of each child the parents are informed and assisted in logging into our service App. This app records the child's routine and development while in the service. Messages will be shared privately or in group messages such as updates policies, illness within the service etc. Parents can message the management team or their child's teacher privately through the App.

Safe Sleep Policy & Procedure

KangaKare operates a 'safe sleep' policy which facilitates each child's individual need for sleep/rest. While parents are consulted on their child's sleep routines, we ask you to remember that we are responsible for each child in our care and will always follow recommended safe practice.

Senior staff will liaise with parents to in relation to their child's sleep patterns / needs and requirements. Children can sleep whenever they are tired. Children who do not sleep at our sleep time are cared for within their own room with another member of staff. Where they can play or take a rest in the quiet corner should they choose.

Each child has their own rest mat and cot including linen, which are not shared and washed weekly or as needed.

1. The cot room situated in the baby room.
 - ✓ 6 cots & mattresses
 - ✓ 2 glass panelled doors for staff supervision.
 - ✓ Blackout blinds.
 - ✓ Florescent stickers upon the roof and lullaby music, to enable relaxation.
 - ✓ Room temperature is checked half hourly and maintained
 - ✓ Cots will be separated
 - ✓ Cot room is solely for the use of Babies
2. Fledgling room: At 12:15 noon this room is prepared with mats, and coverings for the required number of children ready to sleep.
 - ✓ Toys and activities are cleared away from the sleep area.
 - ✓ Blackout blinds are pulled.

- ✓ Dimmed lighting is set to encourage a restful sleep.
 - ✓ Room temperature is checked half hourly and maintained.
 - ✓ This sleep room is not shared with other classes.
 - ✓ Activities are provided for children who do not require a sleep
3. Preschool room: At 12:15 noon this room is prepared with beds, mats, and coverings for the required number of children ready to sleep.
- ✓ Toys and activities are cleared away from the sleep area.
 - ✓ Blackout blinds are pulled.
 - ✓ Dimmed lighting is set to encourage a restful sleep.
 - ✓ Room temperature is checked half hourly and maintained.
 - ✓ This sleep room is not shared with other classes.
 - ✓ Activities are provided for children who do not require a sleep

Kangakare follows the HSE guidelines in best practice to prevent the risks of SIDS (sudden infant death syndrome)

A safe sleep policy and practices:

- All staff are in-house trained on KangaKare's Policies and Procedures.
- Staff will ensure that each cot/bed is suitably dressed in fresh linen for sleep times. Bed linen is washed and dried within the service and is done every week unless needed before then.
- Each classes laundry is washed separately.
- All children have their own assigned bed and do not share with anyone else.
- Babies also have an assigned cot, and if they need to share, fresh linen is given, and cots are sanitized after each use.
- Staff will ensure that cot/sleep room temperature is between 16-20 degrees.
- Lighting is set to correct level.
- No smoking/vaping
- Children's shoes, bibs, hoodies, hair accessories or hazards will be removed prior to sleep.
- Each child will be placed in their cot/bed on their back, in a gentle fashion and assisted to sleep if required.
- Where required softy mellowing music may be played to help the children sleep.

- Each child will be monitored, and records kept of their sleep pattern, positions, colouring, and wellbeing throughout their sleep every 10 minutes.
- As children awaken, they will have their nappy changed or visit the toilet and freshen up.
- Sleep times will be monitored on our little vista app, and parents can see their child's sleep times from their side of the app.
- Adult: Child ratios are maintained throughout sleep times.
- There is a manager and qualified First Aider on the premises throughout sleep times. In the event of an emergency Kangakare will contact the paramedics and parents immediately. And follow emergency procedures advice.

As the following are not recommended, we do not use:

- Travel cots/portable cribs
- Pillows, cushions, beanbags, or waterbeds – their surface is too soft and is associated with a significantly higher risk of cot death.
- Bumpers in cots
- Soft toys/teddies are removed once the child is asleep
- Bottles or soother strings

Information on SIDS is available on our information board located in the lobby:

Procedure for Babies:

- Babies will always be placed on their backs
- Baby's feet will be placed at the foot of the cot
- Baby's clothes are loose and light
- Children are not placed to sleep with bibs or bottles in the cot
- No quilts, pillows, or cot bumpers
- Soft toys/teddys are removed
- Head is never covered
- Monitor is used
- A sleep log is recorded every ten minutes, noting that they are in a safe sleeping position, they are breathing comfortably, and facial colour is normal.
- Thermometer to record room temps.
- No cots adjacent to a heater, curtains, blinds, or anything which is a danger to the child.

Staff Training Policy

Policy Statement

Kangakare Childcare LTD is committed to the on-going training and development of all staff. Continued professional learning is important for both the quality of the service and staff job satisfaction.

Principle

This policy is underwritten by the Child Care Act 1991 (Early Years Services) Regulations 2016.

Procedure

Induction Training

- Each new employee will be provided with a Mentor/Unit Head colleague for the induction period, who will provide on- site support around implementing the services policies and procedures and general queries.
- Each new employee will receive a copy of the Staff Handbook.
- A signed record of the Induction Process will be maintained.
- Opportunities for Training in Child Protection, Manual Handling, Food safety and First Aid will be made available to all staff.
- In line with the setting's supervision policy all staff and unpaid workers will have regular meetings with their supervisor to identify and address their training needs.
- The management team will undertake a training needs analysis to identify gaps that need to be filled. This analysis will be reviewed on a regular basis, to establish what type of training is required, and if it is relevant to the work, the staff, and the service.

Any training that may be required will be sourced and funded by Kangakare Childcare Ltd on the understanding that the employee remains with the company for a minimum of 12 months on completion of their training; failure to do so will result in the full cost of the training being met by the employee.

All staff are required to attend group or individual training courses that are connected to the ongoing enhancement of their employment and the nursery manager has requested them to complete.

Support & Supervision of Staff policy

- Both manger and staff will conduct regular support and supervision meetings where any issues arising in the workplace can be addressed in a timely and supportive manner
- Staff will be encouraged to put forward innovative ideas, make suggestions for changes or to request additional training.

- The Manager/Supervisor will keep a brief written record of these regular meetings in the personnel file of each staff member; these notes will be signed by both parties.
- Actions arising from Support & Supervision meetings will be reviewed at the next meeting.
- The Annual review is conducted for the purpose of giving the employee feedback of the work of the year, providing support for staff in their role, provide opportunities to discuss ideas and concerns and plan objectives for the year ahead.

Ongoing Training

- Kangakare Childcare LTD will encourage staff to take advantage of such training opportunities as are relevant to staff development and to the benefit of the service.
- External training and attendance at conferences/workshops/seminars are encouraged and supported.
- Financial assistance with the cost of training or time off to facilitate participation (with or without pay) may be offered at the discretion of the service.
- The childcare service will provide opportunities for internal training, for example staff meetings, workshops, etc.
- A training needs analysis will be conducted to identify gaps that need to be filled and reviewed on a regular basis, to establish what type of training is required.
- Skills training, to fit in with the nature of Kangakare Childcare Ltd will be provided, as necessary.
- Opportunities for Training in Child Protection, Manual Handling, Food safety and First Aid will be made available to all staff. Please see more details below.

Required Training

1. Kangakare Childcare is required to always have a **First Aid responder (FAR)** on the premises. As this is essential Kangakare will pay for any training cost as well as the employees' time to complete the course.
2. Kangakare deems **Manual handling** as an important training skill, especially for those working with younger children. Kangakare will pay for any training cost as well as the employees' time to complete the course.
3. It is essential for staff to have a basic **food handling** certificate. Kangakare will pay for any training cost as well as the employees' time to complete the course.
4. **Children first** is essential and time will be provided during the employees' working hours to complete this course.

*Kangakare childcare will offer **Pediatric first aid** training to staff who are due to renew their certificate. This is not an essential requirement, therefore Kangakare will not cover the cost of*

this training or the time to complete the course. Please note it is good practice to have your first aid training in date due to the nature of your employment

Parental Involvement & Complaints / Compliment procedure at KangaKare

Lines of communication:

Child and developmental reports: Daily on collection and through the service App daily.

All Parents are invited to discuss daily their child's daily progress with their class Practitioners through our service app and will be given a short handover on collection each day.

As a unit we are here to help, advise and support our families so please ask of any assistance you may require, and should we feel, we could offer additional support we will arrange to meet to discuss the matter. Any Parents who have concerns regarding their child's development will be given every opportunity to discuss in confidence their child's situation and all reasonable assistance will be offered by KangaKare's practitioners and management staff to assist in supporting the child's learning outcomes.

Introductions to other professionals through letters of recommendation / copies of development assessments to such as speech & language support Practitioners etc. on the parent's request. We would be happy to facilitate visits for children from other relevant outside professionals in our centre with parental consent.

General Communication:

KangaKare will email or send a Little Vista Message to parents at least every quarter to all parents to ensure that they are kept up to date with events, closure dates, fee increases, staff changes and other information relevant to our services.

The service App: on enrolment of each child the parents are informed and assisted in logging into our service App. This app records the child's routine and development while in the service. Messages will be shared privately or in group messages such as updates policies, illnesses within the service etc. Parents can message the management team or their child's teacher privately through the App.

Policy Making:

KangaKare invite parents to have input into all policy making and changes on an on-going basis throughout the service.

Specific policy reviews and changes will be sent to all parents through email/ our app, parents input, and any other suggestions can be made throughout the year by emailing the service, sending a message through our app, or speaking directly with practitioners or management staff.

Open Door Policy:

KangaKare is committed to providing an “open door” approach to communication and family involvement throughout the building.

Complaints / Compliment Forms:

KangaKare welcome the children’s and families’ views of the service. We understand that from time-to-time families will have a concern/ complaint or feedback about the service and we are dedicated to giving careful attention and a courteous timely response to all suggestions, comments, or complaints.

- All comments are welcome and can be shared with any member of the team.
- A comment can be made verbally to Staff member, and in the event of an unsatisfactory result the comment should be made in writing to the owner/manager.
- The owner/manager will make a note of these in the Comments Book.
- The complaints procedure should be availed of if a satisfactory response is not received within a reasonable time.

Making a complaint

If a child/ adult wish to make a complaint, they should speak with the leader of their class. If this is not possible for them, they can choose to speak with any of the senior supervisors listed on the chain of command. (Located on the staff Picture board in the lobby)

- 1.If an adult or child cannot resolve the matter with the supervisor/ leader they to make a complaint to the Manager to discuss and, hopefully, resolve the matter.
2. Should they still feel that the matter is unresolved then the complaint must be put in writing to Ruth Kilbride- ruth@kangakare.ie
3. A written acknowledgement of the complaint will be sent as soon as possible within 3 working days.
4. If the complaint is related to the behaviour of a member of staff, the staff member must be informed that a formal complaint has been made and be given the full details and the right to reply.
5. Parents/guardians/carers must be made aware that staff are informed of complaints made relating to their behaviour so that the procedure can be implemented.
6. The complainant must be facilitated with a meeting within one month of the complaint.

7. An agreed written record of the meeting will be kept and, where appropriate, a formal letter of the outcome will be issued, within a reasonable period following the meeting.

8. In instances where the complaint involves the welfare of child/children, the information should be made known to the relevant local Duty Social Worker in the Health Service Executive by the Manager.

9. If the complaint involves a Child Protection issue, the procedure as outlined in the Child Protection Policy will be immediately implemented.

10. If a meeting or investigation needs to take place, management will organise a video call for all parties involved.

Children who wish to make a complaint have a few options.

It can be difficult to start conversations with adults and we appreciate that it will take a lot for a child to address a complaint. We want our children to be happy, secure, and confident in our care. These strengths must be supported by adults at all times. To initiate conversation there are many ways that we can support the child. The first step is that we are informed of issues or complaints by the children. To make it easier for children to confide in us, they can follow any method listed below and we will be happy to help them achieve a resolution to their issue.

To start conversation, using the phrase: “P.C” or “Private Chat” the children can get their message across by any of the following ways.

- Go directly to the staff member they feel most comfortable to talk to.
- Pop a note into the suggestion box in the lobby for the person who they want to talk to about their issue. This person will let the child know that they received their message and arrange to meet them in a classroom to chat and hopefully assist in resolving the complaint.
- Send an email addressed to the staff member they feel most comfortable to talk to infoarklow@kangakare.ie
- Send a message via our Facebook page asking to speak with the staff member they feel most comfortable to talk to.
- Children’s Complaint’s will be managed as per the complaint’s procedure. All complaint reports will be recorded and stored for 2 years.

Please note that this is to open the door for conversation for the child. They do not have to mention what they need to talk about. This can be arranged after the initial contact.

Communication to Parents/Guardians and Children.

Parents and Guardians are invited to read all policy documents in the parent’s folder located in the lobby while on their induction visits while their child is settling into the service.

Staff induction training: Staff are required to read all policy documents, and the Manager will inform staff of the practices of the service. A copy of all policies are in each class to support the staff when a parent or guardian needs support or advice.

Copies of the service policies can be emailed.

Afterschool Club: On commencement of the school year Practitioners will inform the children of our classroom practices and respectful behaviours. To ensure that the children's voices are heard, the Practitioner ensure that time is spent at the start of term to talk to the children to find out what their expectations are of the afterschool and what they would like to do throughout the year. The practitioner will mirror our policies show the children how to ensure we are living in a welcoming and safe environment. The Practitioner will inform the children of their options should they wish to make a complaint as per the policy. It is important that the children have an input in these policies and practices, and we would meet with the children and discuss suggestions to change the policy to meet their needs.

The service App: On enrolment of each child the parents are informed and assisted in logging into our service App. This app records the child's routine and development while in the service. Messages will be shared privately or in group messages such as updates policies, illness within the service etc. Parents can message the management team or their child's teacher privately through the App.

Management of unsolicited information

Policy:

Unsolicited information is defined as any piece of information that relates to the operation of an early years' service that has been brought to the attention of the inspectorate but has not been sought or requested.

Information, including concerns, complaints and comments provides a valuable source of information by which service delivery standards can be monitored and reviewed by the Early Years Inspectorate. The Early Years Inspectorate will screen and assess all unsolicited information received but it must fall within the remit of the Child Care Act 1991 (Early Years Services) Regulations 2016 for specific actions to be taken. If the information that you provide does not meet this requirement you will be so advised and redirected appropriately.

Healthy Eating & Nutrition Policy

Kitchen:

Our in-house chef prepares all meals and snacks from fresh daily under the strict practices of HACCP and food safety authority for our fulltime service. At KangaKare we believe in the need for a healthy balanced diet to promote energy, concentration, and health for every child. Our snacks and lunches are prepared by a qualified cook using fresh ingredients and butchered meats to offer a balanced nutritious meal and served with plenty of fresh fruits and vegetables along with, full fat milk and water.

Dietary requirements & allergies can be catered for after discussion with our chef. Menus are on display outside the kitchen, which include allergens for parent's information. A record of what your child has eaten, and the amount will be recorded on your child's timeline. To reduce the intake of sugary and fattening foods in children's diets we do not offer "party" foods for birthdays etc. Understandably in a preschool environment there are regular birthday celebrations, and we feel it is important to mark the occasion for each child in a non-competitive and healthy manner. We ask that parents do not send in cakes, sweets/party bags etc. on their child's birthday as they will not be passed around to other children in line with this policy. We use other methods to celebrate the coming of age, for example, balloons, party hats, party poppers, party crafts etc. Our team will make sure your child feels very special on their big day.

Kangakare will celebrate some events throughout the year, for example, Christmas, Easter, Halloween, Graduations, Summer parties etc. On these days, your child's class teacher may ask your permission to give your child a special treat on these days.

KangaKare also promote social eating and for each snack or lunch time children are encouraged to sit beside each other at the table and their Practitioners. This time is used to encourage children to taste, discuss and explore food and to share news with each other. We always encourage good table manners and ensure that toys are cleared away prior to snack and lunch times. Menus will offer a wide variety of foods from a range of cultures to allow children to experience different textures, flavours, and traditions. All special dietary requirements will be respected inclusive of dietary needs and cultural dietary habits. Parents will be asked to give details of foods eaten or not eaten by their children.

Our staff will sit with the children during mealtimes to encourage conversation and extend interactions. We create a nice, relaxed atmosphere, plenty of time is given to each child to finish or decide when they have enough eaten. We encourage children to be independent at mealtimes for example feeding themselves and helping with the cleaning up of their bowls etc.

- Encouraging children to make choices, drink and feed themselves during mealtimes will help to develop each child's independence.
- Mealtimes are an important social aspect of the daily routine within a childcare setting.

- They provide opportunities to inform and educate children about nutrition and healthy eating.

Weaning:

Weaning foods should be introduced at home in case of allergic reaction, after new foods have been tried KangaKare are happy to continue the feeding plan for each child at the nursery. Once children are fully weaned, they will be offered our own daily menu of food for snacks and lunches. Whilst children are in the baby room parents may still provide food if they wish. For parents who supply their own fruit snack for morning break. This fruit snack should be brought in a zip lock bag with your child's name on it. It will be stored in our fridge which is cleaned daily. Babies who are bringing in bottles, food, and snacks from home, will also come in a zip lock bag or named bag, and stored in the fridge if needed.

Mothers who wish to breastfeed their babies whilst in our care, our baby room has a small couch and a comfortable rocking chair, which you can use to breastfeed your baby in the comfort of the setting.

Provision of food by Parents & prevention measures:

If necessary due to allergies etc. parents may provide food for their child for our cook to prepare/serve. All food provided by parents must be in line with our healthy eating policy. A specific written allergy/intolerance management plan will be available and a chart in each room with the name and photograph of the child and their allergy type will be displayed to all staff to ensure great care will be taken to prevent any miscommunication between staff and our chef. All parents/guardians will be asked to provide up-to-date emergency (e.g., adrenaline auto injectors such as EpiPen/Ana pen). All staff will be trained in their use and what to do in the event of a severe allergic reaction.

KangaKare's Security & Door Policy

At KangaKare we have a strict code of security with regards to the access to the creche. We cannot stress the importance of security, and how it is for the protection & privacy of all the children in our care. Before Christmas we installed a new security alarm system on the door, and the object of the alarm is to alert us when the door is opened without a fob by a staff member or in worse circumstances, a child. The sound of the alarm is to draw our attention to a possible breach and act quickly. You will not be able to gain access from the outside without a fob key, which are only held by KangaKare staff.

There are ring doorbells with cameras on the wall outside, if you are collecting or dropping off your child/children, you must press your child's class doorbell and wait for a staff member to allow your child in/out. Unless you have been invited in by a staff member, please do not try and gain access yourself by holding the door open and following in behind, if your child's teacher invites you in, they will do so, and they will also use their fob to let you out, so please do not open the door without someone deactivating the alarm for you.

If you have been asked to step into the lobby area to wait, and you see another person approach the door, please do NOT open the door for them to allow them access too, you do not know if they have permission to be on the premises and you could be putting everyone inside the building at risk, regardless if you know them or not. There are protection orders / access orders in place for some families and we respect each family's privacy and respect their wishes regarding protecting their children in our care, and it is KangaKare's responsibility to ensure that they are always safe.

Authorisation to collect children

It is the policy that children may only be collected by the person(s) named on the child detail form. In the case that a parent wishes for someone other than those named on the child detail form to collect their child; they must notify staff and send a message on the app or by email stating who will be collecting, what time and their relationship to the child. The collector must be over 18 years of age and present photographic identification at time of collection. In the case of an emergency and the parents/guardians cannot be contacted, staff will ring the first emergency collector on the child detail form to come for the child. Staff will continue to try contact both parents to let them know.

Non- Authorised collection

Any attempt of non-Authorised collections will not be facilitated. The door is managed by a security access alarm which only our staff have access to.

- The Manager will check the child's listed collectors.
- In the event the caller is unauthorised to collect, the manager will inform them that they cannot collect the child and will not allow them access to the centre.
- The Manager will call the parent of the child and inform them of the events and inform them that they need to collect their child immediately.
- If the parent had sent this person as a collector, they will be informed that their child's protection and welfare is of the utmost priority that they must collect themselves or send their authorised collector to collect their child. The child will be held in our care until the correct channels are followed.
- The events of Non authorised collection will be documented and put on the child's file.
- After, should the parents amend their collection list they can arrange this with the Manager.
- ✓ In the case of protection orders or access orders, KangaKare can only act under this order if we are informed and have a copy on file.

- ✓ In the event a protection order is issued upon a parent we ask that we are informed immediately as we will assess our security situation to minimise the risk of the accused gaining access to the centre.
- ✓ If a non-authorised person becomes aggressive in any manner, the Garda will be called, and the order will be declared to the Garda.

Collection & Drop Off

Collection and drop of policy are discussed with the parent at the time of booking and should they require special arrangements this will be discussed and documented. In the case of afterschool children, the Child and their parents will meet with the Manager on their visit day and discuss their needs and make their collection and drop off arrangements.

Regulations

To comply with childcare legislation which determines the staff / child ratios and in the best interest of the children (children can become distressed when no-one comes for them when all the others have been collected) it is important that children are collected on time from the service.

Non-collection of children

If a child is not collected at the end of the session/day and the service is unable to contact both the Parents and the emergency contacts, after 2 hours the following procedures apply.

- ✓ A child will stay at the service in the care of two fully vetted staff members until the premises close.
- ✓ Staff will follow procedures outlined in the Child Protection Policy. Contact Health Service Executive, Child Protection and Social Work Services on 0404 60800
- ✓ A full written report of the incident is recorded.

Procedure if a child leaves the service unaccompanied without authorisation:

- In accordance with best practice, all staff complete head counts every 5 minutes to ensure the safety of all under their care.
- Children are cared for in one classroom and are not allowed to leave this room without the permission of their career.
- The arrangement of collection will be arranged with both parents and child's, which will be stored on their file.

- The main exit for the creche is fitted with an alarm, which is out of reach of young children. This may not be the case for preschool or school age children due to their height.
- Leaving the service unaccompanied will be discussed with the Parent and child on their first visit to the service.
- In the event we cannot locate the child, the service will call the local Garda station and report the missing child.
- KangaKare must always adhere to School Age Regulations ratios and may not be able to leave the service to find the child.
- Should a child leave without permission, the staff member to notify management immediately.
- The manager will phone the child's parent to notify them of the situation.
- A meeting will be held with Parent and Child on return to the service to discuss the actions of the child. This meeting will be documented and will be held on file until the child reaches 21 years of age.
- A repeat of this behaviour will result in the child not being permitted to remain in the care of KangaKare.

Late Collection:

KangaKare asks all families that they adhere to the collection times. In the event a parent is late collecting the following procedure will be followed:

- If there has been no communication from the parent and they have not arrived by 10 mins after their collection time the following procedures will be followed.
- The manager will call the Parent to enquire as to who was expected to collect the child and inform them that they have not turned up.
- It is the parent's responsibility to locate the collector and call the service back to inform us of the time delay.
- In the event we cannot contact the parents/ Guardians, the manager will call the emergency collectors. Emergency collectors are chosen by the parents/Guardians when the child starts, and this procedure is discussed with the parent at this time.
- As this late collection is not planned, the manager will review the ratios and put a plan into place to ensure compliance to regulation and child protection.
- It is the policy of KangaKare to always have a manager on the premises, in the event of late collection after the service is closed the same procedure will be

followed and two staff (Manager & known Practitioner to the child) will stay with the child until the collector arrives.

- The practitioner will reassure the child of the changes and support them for the time in which they wait. Begin an activity of interest to the child etc.

Kangakare understands that at there are times where parents can be delayed by traffic or unforeseen circumstances. We ask parents to call the service immediately to inform us that they will not make it in time for collection. We can make the necessary arrangements with the staff to ensure we are compliant with ratios, and they too were expected to finish at this time and have their own personal responsibilities to rearrange.

Attempted collection by a parent who has been denied access in a Court Order

A parent who has been denied access to a child through a court order will not be permitted on to the services premises. (A copy of a Court Order currently in place must be kept on file with the Manager).

If the parent who has been denied access becomes threatening and insists on attempting to remove a child from the service, the manager will call a Garda Síochána on 0402 32304.

Attempted collection by a parent who is adversely affected by alcohol or drugs

The service will not release a child who is deemed to be at risk, if a parent or authorised person arrives at the service and staff are concerned that they are in an unfit state due to drugs or alcohol. Staff will explain to the parent or the authorised person who is unfit, why the child should not leave with them and offer to assist them by, contacting the other parent or a person from the emergency contact/s.

If the parent refuses assistance and insists on taking the child with them and the staff believe the child will be at risk, the manager will call a Garda Síochána immediately on 0402 32304

Afterschool Collection & Drop off From School

It is the responsibility of the parent to make the necessary arrangements to get the child/children to the service and to inform the service in writing of these arrangements.

Where the KangaKare agrees to collect the children from the school.

- Signed consent will be sought from the parent / carer.

- The children will be escorted by a known staff member who will always carry proof of identity.
- Prior contact will be made with the children and the school for new staff members.
- The children will meet the staff in an arranged place and a register will be taken.
- Should a child be missing, the staff member will confirm with the school if the child was absent from school that day. This will cause delays for the staff and other children therefore we would request that the parent informs the service by telephone if a child will not be attending on any day.
- The children will go in a group directly from the school to the service by the safest most direct route.
- In the interest of child protection and to comply with legislation child / staff ratios will be always adhered to.
- For the safety of all, staff and children will use pedestrian crossings from the school to the service. These routes will be assessed prior to arranging collection for any children.
- Staff will carry a fully charged mobile phone while caring for children of site.
- KangaKare are fully insured to collect children on foot & by our minibus from school.

From the Service Home

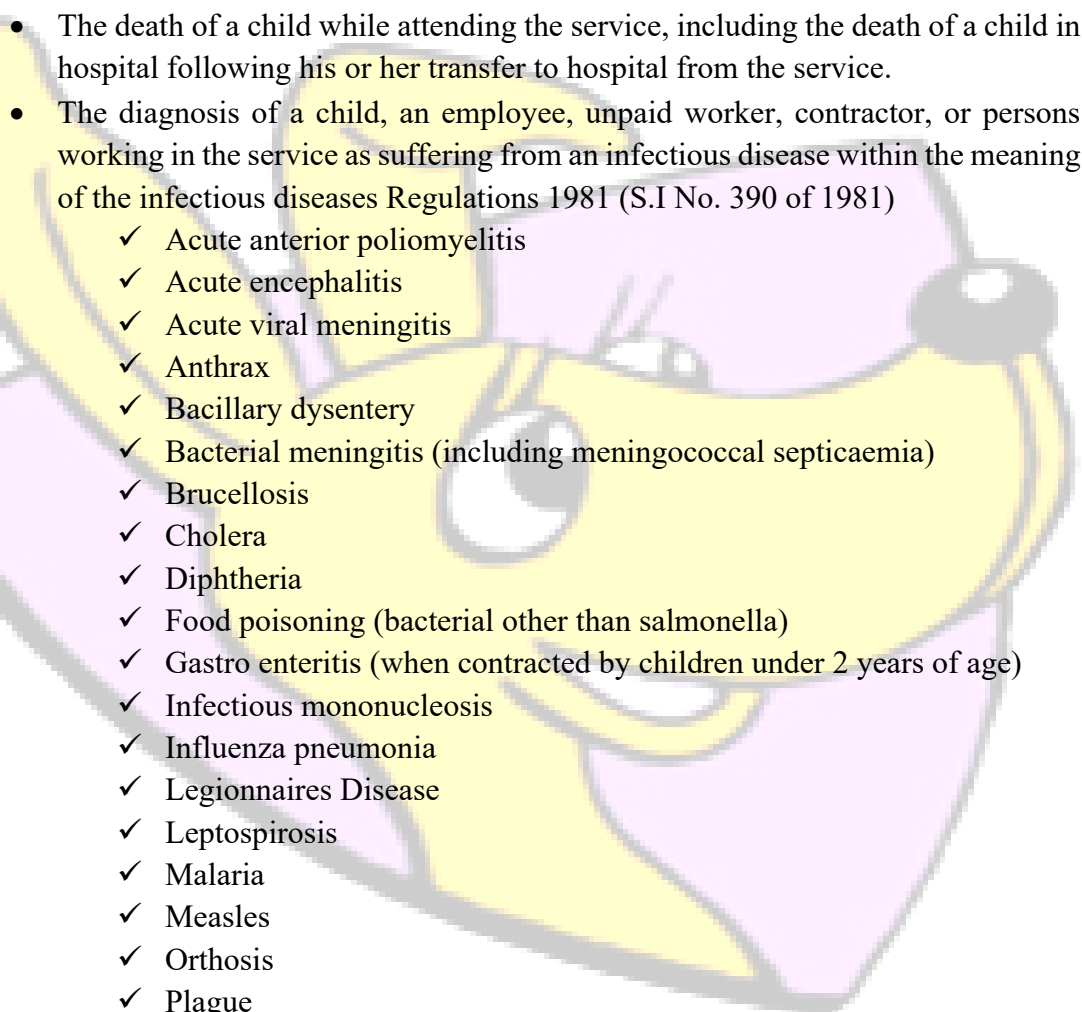
- To comply with childcare legislation which determines the staff / child ratios and in the best interest of the children. Please collect child/children on time.
- Children may be collected only by the adult/s named on the Child Detail Form, should the person responsible be unable to collect the child, an email of explanation must be sent to the service main email address infoarklow@kangkare.ie from the parents listed email address as per child detail form. This email must state the name of the person collection and contact telephone number. The selected collector must present themselves at the main door and use the doorbell to gain access. The collector's Photo I.D will be checked by a senior staff member and a copy can be put on the child's file for future reference.
- Where custody of a child is granted to one parent, we would ask you to clarify the circumstances with us. This information will remain confidential and will only be made known to the relevant staff. If there are any legal documents i.e., custody order, barring order we would ask you to provide us with a copy to keep on file.
- If the older child is to walk home unaccompanied, the parent will be required to sign a statement accepting full responsibility for their child/children's safety.

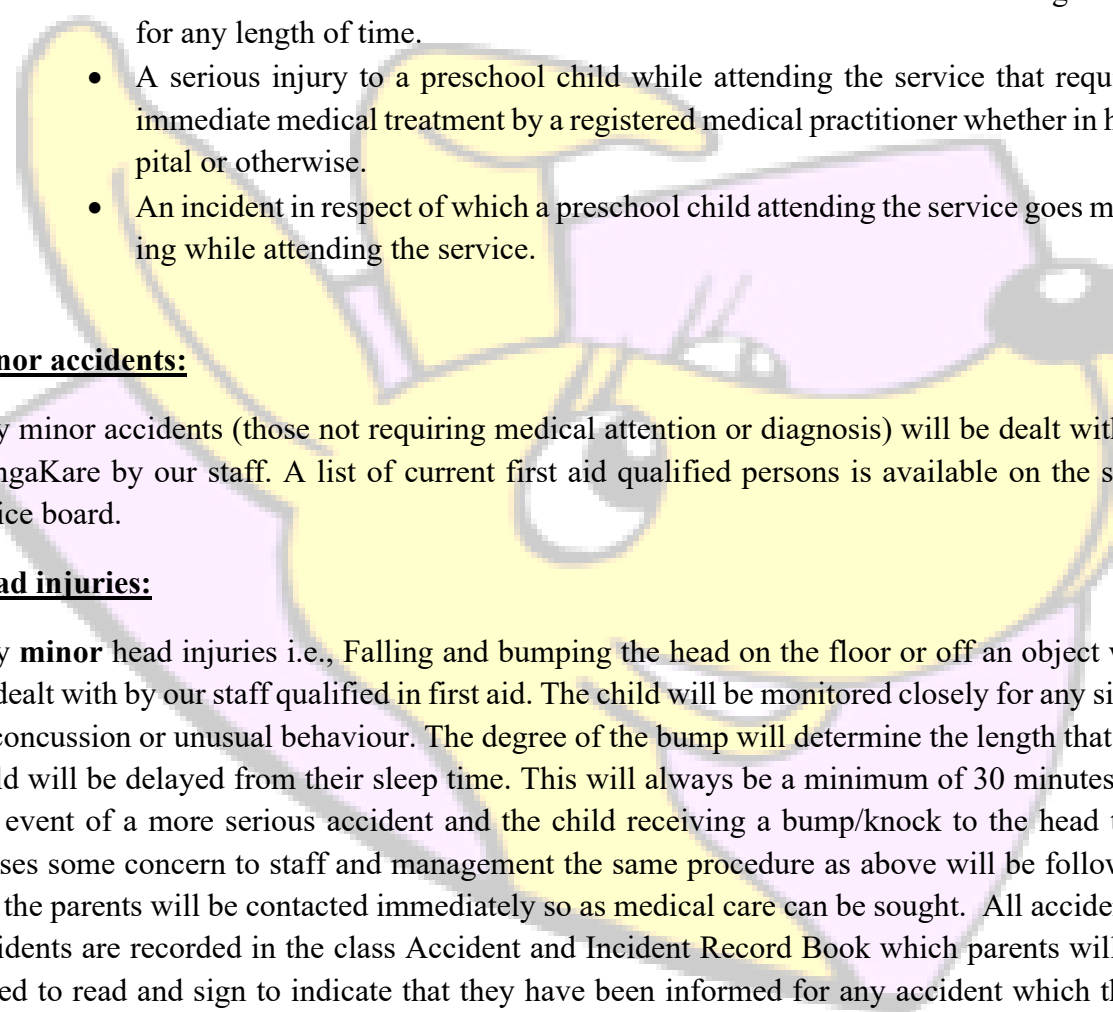
- It is the policy of KangaKare not to allow children less than 10 years old to walk home unaccompanied.

Accidents and incident's policy

Accident Reports:

Kangakare will notify Tusla when becoming aware of any of the following serious incidences occurring in the service:

- 
- The death of a child while attending the service, including the death of a child in hospital following his or her transfer to hospital from the service.
 - The diagnosis of a child, an employee, unpaid worker, contractor, or persons working in the service as suffering from an infectious disease within the meaning of the infectious diseases Regulations 1981 (S.I No. 390 of 1981)
 - ✓ Acute anterior poliomyelitis
 - ✓ Acute encephalitis
 - ✓ Acute viral meningitis
 - ✓ Anthrax
 - ✓ Bacillary dysentery
 - ✓ Bacterial meningitis (including meningococcal septicaemia)
 - ✓ Brucellosis
 - ✓ Cholera
 - ✓ Diphtheria
 - ✓ Food poisoning (bacterial other than salmonella)
 - ✓ Gastro enteritis (when contracted by children under 2 years of age)
 - ✓ Infectious mononucleosis
 - ✓ Influenza pneumonia
 - ✓ Legionnaires Disease
 - ✓ Leptospirosis
 - ✓ Malaria
 - ✓ Measles
 - ✓ Orthosis
 - ✓ Plague
 - ✓ Rabies
 - ✓ Rubella
 - ✓ Salmonellosis (other than typhoid or paratyphoid)
 - ✓ Smallpox
 - ✓ Tetanus
 - ✓ Tuberculosis
 - ✓ Typhoid and Paratyphoid
 - ✓ Typhus
 - ✓ Venereal diseases—gonococcal infections
 - ✓ —syphilis

- 
- ✓ —other (including non-specific urethritis, cancrroid, granuloma inguinal, and lympho-granuloma venereum)
 - ✓ Viral haemorrhagic diseases (including Lassa fever and Marburg disease)
 - ✓ Viral hepatitis: Type A
 - ✓ Type B
 - ✓ Type unspecified.
 - ✓ Whooping cough
 - ✓ Yellow fever.
- An accident that accrues in the service which results in the service being closed for any length of time.
 - A serious injury to a preschool child while attending the service that requires immediate medical treatment by a registered medical practitioner whether in hospital or otherwise.
 - An incident in respect of which a preschool child attending the service goes missing while attending the service.

Minor accidents:

Any minor accidents (those not requiring medical attention or diagnosis) will be dealt with at KangaKare by our staff. A list of current first aid qualified persons is available on the staff notice board.

Head injuries:

Any **minor** head injuries i.e., Falling and bumping the head on the floor or off an object will be dealt with by our staff qualified in first aid. The child will be monitored closely for any signs of concussion or unusual behaviour. The degree of the bump will determine the length that the child will be delayed from their sleep time. This will always be a minimum of 30 minutes. In the event of a more serious accident and the child receiving a bump/knock to the head that causes some concern to staff and management the same procedure as above will be followed but the parents will be contacted immediately so as medical care can be sought. All accidents/ Incidents are recorded in the class Accident and Incident Record Book which parents will be asked to read and sign to indicate that they have been informed for any accident which their child is involved.

Accident Procedure:

The Manager is alerted and informed of the accident/ incident i.e., a child has bitten another child.

- If necessary, treatment will be assessed and administered by the First Aid Officer.
- If necessary, the Manager will telephone the local doctor on call or an ambulance.

- The Manager will provide the emergency services with the child's name, contact numbers and any known allergies/ medical records.
- The Manager will contact the child's parents/ guardians to inform them of the accident /incident, in the event they are not contactable, the emergency contact persons will be contacted. If none of the listed contacts are available, staff will act in the best interest of the child.
- Two members of staff will accompany the child to the GP or emergency room if the parents are not on hand.
- Kangakare has an arrangement with a local surgery in case of an accident or sudden illness (Maryville Surgery 0402-39841)
- Remaining staff will reassure the children and if necessary, explain the accident to other parents.
- Staff who witnessed the accident should fill in the accident report form.
- The incident is explained to parents of all children involved and the incident report form is signed by them and kept in the child's file.
- If necessary, a meeting may take place (if the incident re-occurs at regular intervals)
- The First Aid Box is always fully equipped, easily identifiable and in a location, which is known to all adults.
- Minor accidents will be treated in the childcare premises and parents/carers will be advised of the injury and the action taken, when the child is collected/ telephoned in advance.
- All accidents even minor ones are recorded in the Accident Book
- If the child must go to hospital before the parent/carer arrives, an adult known to the child must accompany him/her to hospital and stay until the parent/carer arrives. This person must be listed on the emergency contact list for the child.
- The child's Detail file must be brought for reference.
- All serious accidents must be reported to Tusla and the insurance company.
- If the accident does not warrant outside intervention, then the First Aid Officer will treat the injury and they and the person who witnessed the accident will complete an accident form. This will be read and signed by the manager and signed by the child's parent/guardian. The accident report form is kept in the child's file and stored until the child is 21 Years.
- At least one member of staff who holds an up to date First Aid Certificate is always on premises.
- A risk assessment is taken following a serious incident or accident.

Prevention of accidents & incidents

- All staff follows health/hygiene & safety procedures.
- Risk assessments are being carried out daily indoors & outdoors and after any accidents.
- Children are encouraged to follow health/hygiene & safety procedures and policy.

- Active and positive supervision throughout all rooms & outdoor spaces
- Safe space arrangements
- Age-appropriate programmes and activities
- Medications are all stored in locked containers.
- Cleaning products are stored away in locked cupboard and out of reach from children.
- All equipment is in good condition and repaired or discarded if broken.
- Supervision is carefully monitored when children are using small objects.
- Equipment is being used appropriately.

Outdoor play policy

KangaKare recognises the importance of outdoor play and experience for all children. The outdoor environment provides a range of developmentally appropriate, challenging, diverse, creative, and enriching experiences for all children. KangaKare is committed to following good practice in relation to ensuring ratios are maintained when outside the service and all staff members are aware of which ratios will be maintained. KangaKare cannot accept requests from parents to keep children inside if they are mildly ill as this would prevent us from maintaining our staff: child ratios. Please try to make back up arrangements for the care of your child if they are unwell or show any of the signs of becoming ill.

Our Aim

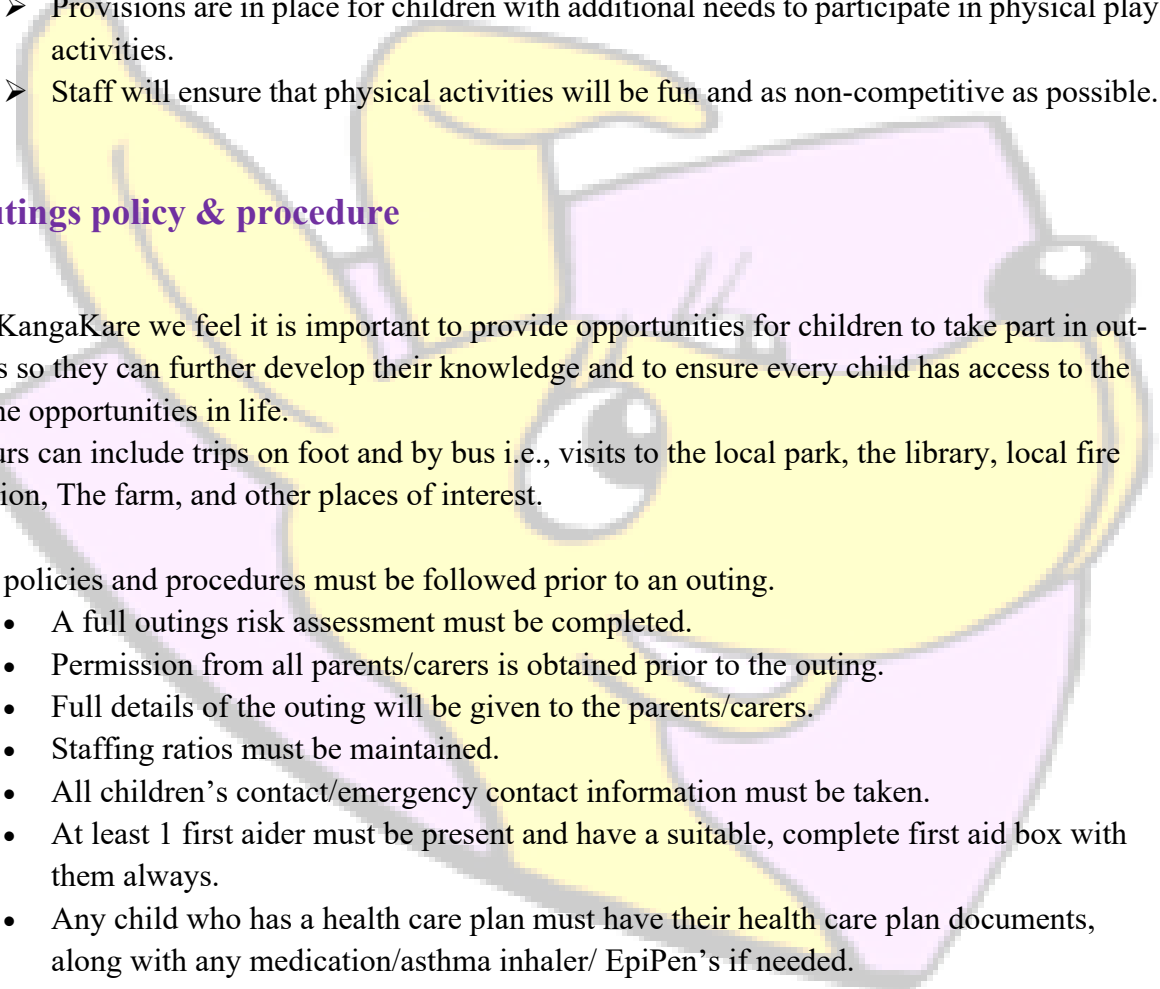
Our aim is to provide the appropriate accommodation, supports and opportunities both indoor and outdoor to support all areas of children's physical well-being, growth, and development and for the children to challenge themselves and for them to learn about risk and their own capabilities within safe limits.

Aims

- ✓ We have regard for 'Ready, Steady, Play!' The National Play Policy.
- ✓ We ensure all children have opportunity to enhance their physical development.
- ✓ We aim to provide a wide range of quality physical activity opportunities both within and outside the set curriculum for children
- ✓ We aim to ensure that all children have the opportunity to develop their confidence, self-esteem, and enthusiasm to participate in physical activity.
- ✓ We aim to establish a genuine interest in physical activity among children and promote the importance of physical play with parents.

Procedure

- All areas of the setting are well supervised and appropriate levels of staff are present to ensure children have the freedom to move around and play safely.

- 
- Children are awarded daily opportunities to play outdoors including planned and unplanned physical activities.
 - The outdoor play area is viewed by all as an extension to the indoor environment and staff recognise the importance of physical activity both in the outdoor and indoor environment.
 - Outdoor equipment is appropriate to the age and stage of development of all children in the setting.
 - Parents are consulted with regularly when planning activities.
 - Weatherproof clothing is readily available in the setting (e.g., sunhats, rain jackets etc.) to allow for outdoor activities all year around.
 - Provisions are in place for children with additional needs to participate in physical play activities.
 - Staff will ensure that physical activities will be fun and as non-competitive as possible.

Outings policy & procedure

At KangaKare we feel it is important to provide opportunities for children to take part in outings so they can further develop their knowledge and to ensure every child has access to the same opportunities in life.

Tours can include trips on foot and by bus i.e., visits to the local park, the library, local fire station, The farm, and other places of interest.

All policies and procedures must be followed prior to an outing.

- A full outings risk assessment must be completed.
- Permission from all parents/carers is obtained prior to the outing.
- Full details of the outing will be given to the parents/carers.
- Staffing ratios must be maintained.
- All children's contact/emergency contact information must be taken.
- At least 1 first aider must be present and have a suitable, complete first aid box with them always.
- Any child who has a health care plan must have their health care plan documents, along with any medication/asthma inhaler/ EpiPen's if needed.
- A member of staff is to carry on them, A mobile phone which must be fully charged and have enough minutes/credit in the case of emergencies.
- At no time whilst on an outing must a member of staff use their mobile phone to make or receive a personal phone call.
- No smoking/vaping is permitted by any staff member or volunteer whilst on the trip.
- No child will be left unattended in a vehicle.
- Only staff will supervise toilet breaks/changes, no volunteers will be left alone with a child in any circumstance.
- Safety is maintained whilst children board and exit vehicles or whilst walking.

- All children will be accompanied on the bus with the adults, seatbelts will be worn for the duration of the journey.
- All staff & volunteers will be supervising whilst on the trip, at no time should an adult leave the group for personal reasons other than using the toilet facilities.

Outings Policy

Statement of Intent: At Kangakare we provide outings for children to support and enhance their learning in line with our services curriculum. We believe that outings provide children with opportunities to extend their interest, knowledge beyond and experiences of children. Outings are planned within the safety guidelines and the services insurance policy. As we believe that children's learning is central, but children's safety is of paramount importance.

Procedure for School Trips:

1. A risk assessment will be carried out before outings to identify any potential hazards on the journey and the location. Where appropriate, risks will be minimised, or an alternative location will be found.
2. All parents, guardians will be given written information about the proposed outings.
3. Signed permission must be obtained from parents, guardians for each outing.
4. A competent adult/guardian (aged over 18yrs) must accompany children with Kangakare staff.
5. An appropriate number of adults are required on all outings for insurance and safety reasons; therefore, a staff, parent or guardian must accompany the children on the outing.
6. Ratio 1 Adult to 3 children.
7. All staff, parents and guardians who are accompanying the children on the day of the outing must be informed of the procedure before the outing takes place. Prior written information about proposed outing will be given to each staff, parent and guardian.
8. The Unit Head will have an emergency contact list with parents contact numbers and child's allergens or any medical conditions who is presents on the day of the school outing.
9. The Unit Head, staff and parents/guardians will all have mobile phones which are fully charged and have a contact list of all chaperones present on the day.
10. All staff from Kangakare are fully qualified in First Aid.
11. A First Aid Kit will accompany the group on all outings.
12. Appropriate clothing is brought on the outing depending on the weather, e.g. sun hats, sun cream, raincoats, extra clothing etc.
13. Records will be kept of vehicles used to transport children and adults with named drivers and insurance cover and all buses must have appropriate child seat belt restraints.
14. Group photo of children to show what they are wearing on the day.

An information sheet about the school trip outing will be handed out to parents informing them of the following:

- Destination
- Departing time
- Duration and schedule for the day
- What food will be provided
- Estimated time back to Kangakare

- Cost (all inclusive)
- Transport provided with seatbelts
- Adult child ratios and if any additional parents help is needed
- Name of Unit Head in charge
- The cost of the trip will be relayed to the parents with every effort for it not to be too costly.

On the day of the trip an information sheet will be handed out to staff, parents, and guardians to include the following:

- Names of the children and other adult(s) in their group.
- Name of Unit Head in Charge
- Emergency procedure
- Contact mobile telephone number of the group leader and all other staff and adults present on the day.
- The telephone number for KangaKare
- The name & mobile telephone number of the person who is carrying the First Aid box for the trip.
- Names of children with allergies, illnesses or disability & appropriate care required.
- Any other relevant information that may be required.
- Each member of staff, parent/guardian will be given three children to look after.
- KangaKare staff will only accompany children who need to use the restrooms or need clothing to be changed.
- A roll call of children will be taken: **The roll call will be called out by the Unit Head on the day.**
 1. Before they leave the KangaKare premises
 2. Once seated on the bus
 3. On arrival at destination
 4. On leaving destination
 5. Once seated on the bus
 6. Once back to KangaKare

Community Links:

KangaKare provides opportunities for the children to interact with people from the local community by inviting people such as Fire Fighters, Garda, Nurses, Doctors, Local Shop owners etc. to the Nursery.

These events will usually be tied into classroom topics to reinforce the experiences for the children. Parents are very welcome to participate in these events or to offer their experience for them.

This Policy was adopted by: KangaKare Crèche

Date: _____

Signed by: _____ on behalf of Management

Staff absences policy

KangaKare understands that from time-to-time staff will be absent from work. It is our priority to have arrangements in place to ensure that the service is adequately always staffed and that adult: child.

Procedure

How the adult: child ratio is maintained

- All staff working in KangaKare are aware of the required adult: child ratios that operate in each room of the service. Adult: child ratios will be always maintained.
- Daily and weekly staff rosters will be documented and recorded, and the daily cover will include the area and time each member of staff is required to work.
- The staff roster is always implemented.
- If a staff member is absent the following options are considered so that the adult: child ratio can be always maintained:
 - A floating staff member is moved into the room where the staff member is absent, or A staff member is moved from a room that has an additional staff member that is not required to meet the adult: child ratio to the room that is missing a staff member.
 - A relief staff member (fully qualified and garda vetted by the service) is called in to the service.
- When moving staff to maintain the ratio, management are mindful of what is in children's best interests. Where possible, there is at least one staff member working in each room that is familiar to the children in that room. Consistency of care for children should form a part of all decisions relating to staffing.
- Records are kept for Relief staff who are available to cover planned staff absences and emergencies, which includes Qualifications, Garda vetting and two written validated references, and photographic ID.
- If the named Person in Charge (Mandy Kelly), is absent then the deputy Person in Charge is (Anita Crummy). If both people are absent, then the Person in Charge is (Chelsey Maher).

Return to Work

- Staff must notify Named Service of their return-to-work date. If the staff member is returning from a long-term absence (over 4 weeks), they must give at least 1 week notice of their return date.

- On return to work after an absence, the Manager will meet with the employee to understand the nature of the absence, its implications and update the employee on their job priorities.
- In certain cases, KangaKare may request a fitness return to work certificate from the staff member.

Use of internet, photographic and recording devices Policy

KangaKare is committed to ensuring the appropriate use of internet within the service and to set out clear guidelines regarding the photographing and recording of children. At KangaKare we respect the privacy of children and their families, staff, and volunteers. All information relating to children and their families, staff and volunteers will be treated in a strictly confidential manner.

Procedure:

The purpose of this policy is to set out what is the appropriate use of internet, photographic and recording devices. This policy ensures a child is not permitted access to the internet, photographed, or recorded without prior signed permission.

Email and Internet Usage

The internet is not to be accessed by children unless under the supervision of service educators for the purpose of educational research or learning opportunities. The email system and internet must only be used by staff for business purposes which includes the following activities:

- Communication on matters relating to job requirements or for administration purposes.
- Communication of information relating to the service.
- Research of new technologies and educational resources.

Social media

The social media site Facebook is used for sharing information relating to KangaKare. This will include photographs/videos (with consent from parents only), childcare related news posts, and child activity updates. Once a child has left our service, their photo or any other images/videos will be deleted from our site. KangaKare's Facebook page is for parents only, and anything child related will only be published privately. KangaKare does not use social media sites as a replacement of already communication methods with parents. The social media site is used for updates and sharing relevant information with parents.

Administration:

The social media site is set up with 2 administrators to approve and monitor activity on the social media site. All posts are verified by the administrators before being placed on the

social media site.

Mobile Phones:

Only the designated manager will carry their phone on their person, all other staff, trainees, students, and volunteers' mobile phones will be stored in our designated phone holder outside the office during their working times. Staff are permitted to use their phones while on their lunch break only in the staff room. Parents and visitors are requested not to use their phones while on the premises.

Recruitment Policy

KangaKare is an Equal Opportunities Employer and is committed to recruiting the best person for the post. We will ensure fair and equal opportunities for all potential and existing employees. This relates to gender, marital status, family status, age, disability, race, sexual orientation, membership of the Travelling Community and religious belief. The management of KangaKare is committed to ensuring that our recruitment procedure is, open and transparent and comply with relevant employment legislation. Personal information received is dealt with the strictest confidence. Garda vetting and two written reference checks are sought for all employees, volunteers, students, and any adults who come into contact with children in our service. Management will record all written references and confirm the candidate's employment history, experience, and qualifications.

The selection will be made based on qualification, training, experience, and suitability to the role, the ability to communicate and to work as part of a team.

Unsuccessful candidates

KangaKare will endeavour to contact unsuccessful candidates as soon as practicable.

- Keep and secure recruitment records for a period of one year.
- All candidates have a right to information about their recruitment process and can request this in writing. All information will be held in line with GDPR legislation.

Probation Period

- All staff will be required to complete a probation period of 6 months.
- Information on the probation period will be included in the staff members contract.
- During the probation period, management will assess the employee's suitability for the role.
- Regular probation review meetings will be held during the probation period. Areas that need improvement will be outlined to the employee and training will be provided as necessary.

Risk management Policy & Procedure

In KangaKare we all have a role to play dealing with risk. Health and safety of children is of paramount importance. It is the responsibility of all staff to ensure a proper risk management policy and risk assessments are always in place and that our setting is a safe and healthy place for all children, parents, staff, and visitors by assessing and minimising the hazards and risks to enable the children to thrive in a healthy and safe environment.

Our risk management policy is monitored on an ongoing basis and risk assessments for the building are carried out in all classrooms and outdoor play areas every morning before opening to children. All documents of risk assessments are kept and filed away for inspection purposes.

Procedures:

- risk assessments are carried out jointly by managers and staff
- it covers children and adults and includes:
- checking for and noting hazards and risks indoors and outside
- assessing the level of risk and who might be affected
- deciding which areas need attention
- develop an action plan that specifies the action required
- risk assessments are reviewed annually or necessary if required
- there are continuous risk assessments in each area, as well as long term risk assessments.
- Risk assessments are changed if new equipment/materials are put in place

Supervision policy

At KangaKare we have a process for staff and management to discuss work, reflect on current and emerging issues and to plan for future development, so if any issues arise in the workplace they can be addressed in a timely and supportive manner. Staff will be encouraged to put forward any new ideas and make suggestions on any changes.

- A programme of support and supervision will be agreed between the manager and each staff member.
- Meetings will be held with all staff on a monthly/bi-monthly basis by the manager.
- We will address any issues emerging, specific areas of work, numbers, training, and personal development etc.
- The manager will have a brief written record of notes taken at each meeting so any queries or issues that arise can be sorted as soon as possible.
- Actions arising from support & supervision meetings will be reviewed at the next meeting.

Appraisals

Each staff member will have a review at the end of their probation period and thereafter annually. These appraisals are carried out for the purpose of:

- Giving the employee feedback of their work
- Provide support in their role and to provide opportunities to discuss ideas and concerns and plan objectives.
- Both the manager and staff member will sign a record of the appraisal meeting.
- All records of the appraisal will be kept confidential to the manager except in formal disciplinary or in the joint agreement of both employee and manager.

Smoking Policy

- The children's health and well-being are of the utmost importance whilst in our care. Smoking has proved to be a health risk and therefore in accordance with legislation, we operate a strict **no smoking** policy within our building and grounds/carparks and we are respectfully required to abstain from smoking whilst on the premises. KangaKare have a duty of care to all children and employees to provide a safe working environment which includes not subjecting staff to an excessively smoke-filled working environment.
- We also request that any employees who do smoke, do so in their own clothes, and not smoke in their KangaKare uniform. This is to protect all children and staff from the health risks associated with the inhalation of tobacco smoke and to ensure their safety. Staff have no rights to smoking breaks above or beyond their normal lunch or coffee breaks. Vaping/E-Cigarettes are also prohibited within the building and around any children in our care.
- This policy applies to all staff, students, parents, carers, visitors, contractors etc. Staff accompanying children outside the creche are not permitted to smoke. We also request that parents accompanying KangaKare on outings refrain from smoking/vaping whilst caring for the children.

Fire Safety Policy & Procedure

This policy is underpinned by Child Care Act 1991 (Early Years Services) (Registration of School Age Services) Regulations 2018, the Fire Services Act 1981 (articles 18 and 19) and 2003, the Health, Safety and Welfare at Work Act 2005, the Building Control Act 1990 and the Fire Safety in Pre-Schools Guidelines 1999 or any subsequent legislation devised specifically for School Aged Childcare Services.

Rational

To put in place a practices and records for our Preschool and School Aged Childcare service required by law to hold the record Fire Register and an Emergency Evacuation Plan. All our staff are equipped with the knowledge and skills to respond effectively where there is concern in relation to fire hazards within the building. Children are always supervised during the day. All equipment, fixtures and fittings are complaint with the most recent European safety standard. Our service holds a record of frequency and timing of all fire drills carried out in the service and will maintain a written record of firefighting equipment and smoke alarms in the premises and the maintenance of such. These records will be available for inspection to a parent/guardian, an employee or an authorised person and retained for a period of five years after its creation.

It is the intention of the management:

- a) Identify fire hazards and to assess the risks.
- a) Identify and implement appropriate measures to reduce fire risks
- b) Ensure the safety of persons, so far as is reasonably practicable on premises/buildings in the event of fire.

Management on duty will ensure:

- Ensure that designated 'emergency exists' are clearly marked, and signs will be visible for staff and residents alike.
- The procedures to take in the event of a fire are displayed in each room and the fire assembly point is clearly displayed on the doors.
- Ensure that staff are familiar with evacuation procedures and regular fire drills take place at least once per month and recorded in the manager daily risk assessment folder.
- Full fire drills are organised by Management and Ecce classes will also practice their own fire drill once a week.
- Ensure that all fire extinguishers are stored safely off the ground to maintain readiness.
- A record of all fire drills will be maintained recording the time taken to evacuate the building, the number of children and staff who participated and any difficulties arose while participating in the drill will be recorded.
- Ensure all electrical equipment where appropriate, be unplugged or turned off outside normal working hours.
- Supervise the use of all portable equipment.
- Check emergency lighting throughout the premises.
- Continue record keeping in the Fire Register.
- List names of Fire Wardens.
- Do not leave ovens & ranges unattended.
- Ensure that thermostats are working.
- Ensure adequate firefighting equipment is available, e.g. fire blankets & the relevant fire extinguishers clearly identified. And all staff and children will be familiarised with the location of fire safety equipment and the reason why drills are necessary.
- Clean microwaves daily.

- Ensure that all means of escape are properly maintained & kept free from obstruction, unlocked & easy to open.
- Do not overload electrical systems by using adaptors.
- Ensure all electrical appliances have ECLB protection.
- Ensure regular annual maintenance of smoke/fire alarm equipment.
- Verify emergency fire escapes on a regular basis.
- Bell tests are completed weekly
- Emergency Exit lights are completed weekly.

Communication with Parents & Staff:

All policy documents are stored in a display folder in the main lobby for Parents to read. As part of the child's induction days, management will invite parents to read our Policies and procedures and seek clarification from management prior to the child commencing. Parents can also request a copy for our policies, via email or through our App.

Staff induction day, new staff members must read all policy documents and handbooks prior commencing. The management team will explain these policies to the staff member. For ease of access, every class has a full copy of our policies for staff to refer to when dealing with a new situation or need clarification. Fire Evacuation procedures are listed at each door in every room of the building. These too are pointed out to our new parents when sitting in on induction visit with their child.

Afterschool Club: On commencement of the school year Practitioners will inform the children of the fire evacuation procedure and practice it weekly basis. The practitioner will mirror our policies in every aspect including, Health, safety, and Hygiene practices to show the children how to ensure we are living in a safe environment. It is important that the children have an input in these policies and practices, and we would meet with the children and discuss their fears or challenges in the event of a fire. Each Afterschool room has 2 child friendly copies of our policies in the class library which is also available in PDF form for email, what's App or messenger.

The service App: On enrolment of each child the parents are informed and assisted in logging into our service App. This app records the child's routine and development while in the service. Messages will be shared privately or in group messages such as updates policies, illness within the service etc. Parents can message the management team or their child's teacher privately through the App.

In the event of a fire the following procedure will be followed.

- Staff/adult Raise Alarm – call 999 and fire extinguishers are available throughout the building – use the correct extinguisher to extinguish the fire only if it is safe to do so.

- When the alarm sounds, the children line up with their leader and are led out of the building through the emergency exit, listed on their classroom door.
- The leader completes a head count and brings the class tablet.
- Where possible, evacuate building with staff member at front and staff member at rear, children and staff walk to designated fire assembly point – outside in the rear garden.
- Head counts will be done as the children leave the classroom and again when they arrive at their assembly point in the main playground.
- Leader checks all children, and staff are present against the tablet.
- The appointed person will always have a mobile phone & the cordless house phone with them to contact parents.
- The appointed person will liaise with the Fire Brigade.
- The children will stay with their class group until further instruction from designated persons.
- Parents will be contacted to take the children home following a de-briefing from the Leader to reassure the children.
- If it is safe to do so, without risk to oneself, a staff member or any visitors, you may fight the fire with appropriate extinguishers until the Fire Brigade arrives.
- Fire extinguisher training is completed annually and in-house training when a new staff member joins the team.
- Location of firefighting equipment is identified to all staff members on commencement and are clearly marked.

All visiting adults will be made aware of the fire drill and evacuation procedure.

A map and fire evacuating procedure are displayed in every room.

Routes to follow for evacuation:

Baby room: Evacuate by side door in cot room and make your way along the outside of the building to the main playground area. Take the cordless phone.

Fledgling room: Evacuate by side door in cot room and make your way along the outside of the building to the main playground area.

Preschool: Evacuate through main playground door

Playschool: Evacuate through main playground door

Level 2

Montessori 1: Evacuate down the front staircase and along the main corridor, out through main front door and into the playground through the side gate.

Montessori 2: Following Montessori 1 class- Evacuate down front staircase and then along the main corridor and out through main front door and into the playground through the side gate.

Kitchen: Evacuate through the main playground door where appropriate, or through the exit door in the kitchen- Unlock Side Garden exit and hold to allow level 2 into the playground.

Staff room: Return to your unit to assist evacuation.

Fire Drill Records:

Records include the date and time of the drill, the numbers of children and adults who took part in the drill as well as any problems which may have occurred during evacuation. Management will display a sign on the main door to indicate when we have practiced our fire drills.

REMEMBER – DO NOT RE – ENTER THE BUILDING UNTIL THE FIRE OFFICERS SAY IT IS SAFE TO DO SO

Location of Fire bells and Smoke alarms:

Fire Bells x 5:

Top of back stairway x 1
Kitchen x 1
Lobby area x 1
Back doors exit x 1
Top of front stairway x 1
Smoke Alarms x 21

Smoke Detectors

1. Montessori classroom
2. Upstairs corridor
3. Playschool / After school classroom
4. Staff room
5. Top of front stairway
6. Lobby / Reception area
7. Downstairs corridor
8. Outside Kitchen door
9. Inside Kitchen
10. Preschool room x 2
11. Playroom classroom x 2
12. Outside staff room door
13. Fledgling classroom x 2
14. Baby classroom x 2
15. Baby/Fledgling changing area
16. Baby sleep room
17. Office
18. Laundry room

Fire Extinguisher Types & Location

Reception: Front door	Foam -6L CO2 -2Kg
Back Door	Foam-6L
Kitchen	ABC-2 Kg Fire Blanket
Top Lobby	Foam-6L CO2-2 Kg
Staffroom	Fire Blanket ABC-2Kg

All Fire record keeping is kept in the fire file and includes:

- Details of premises.
- Emergency and Evacuation Procedures.
- Record of monthly fire drills/Evacuations
- Fire-Fighting Equipment.
- Emergency Lighting.
- Building Services
- Designated person in charge of fire policies and procedures. (Mandy Kelly & Anita Crummy)
- Record of Quarterly Fire Alarm & Emergency Lighting System testing. (Dunne Security)
- Record of Yearly Fire Equipment Testing & Staff Training (Complete Salutation)

Furniture & Fittings:

All furniture & fittings purchased for use in any Kangakare Arklow premises adhere to current Irish fire safety standards.

Maintenance of Fire Equipment:

Maintenance of Fire Equipment and staff training is carried out on an annual basis by Aidan Cromie 0894146236

Maintenance of Fire Alarm system, fire lights detectors are carried out on a quarterly basis by Dunne security 086 854 98 98

Maintenance of building services:

Internally maintenance is carried out as required throughout the year. All persons carrying out maintenance services for Kangakare must be qualified and approved in their field.

Personal Hygiene Policy

All staff are expected to maintain and manage a high standard of personal hygiene. As a team we have developed a policy which we believe every member of the team must adopt and understand, whilst sharing and implementing its ethos. We work closely together and expect our colleagues and team members to share with us any concerns they have about our personal hygiene. We recognize this is a sensitive matter and should be treated with tact.

What is good hygiene?

- Ensure your clothes are freshly laundered
- Staff are encouraged to leave a spare set of clothes in their locker to change into should the need arise
- Ensure you shower / bathe regularly - use suitable toiletries, shower gel, soap, perfume
- Ensure your hair is washed and well groomed
- Clean your teeth - using toothpaste / mouth wash
- Hands - must be washed throughout the day as and when required to maintain acceptable levels of hygiene
 - Under the nails are clean, nail polish is not chipped or cracked.

Artificial fingernails: Defined as any material applied to the nail for the purposes of strengthening or lengthening nails. These include but are not limited to acrylics, tips, and gel coatings

Use of false fingernails and long nails are permitted; However, we respect personal choice and management therefore suggest a common-sense approach to fingernails at work.

Please read the following:

- If fingernails cause injury to a staff or children, then this policy will be reviewed
- Fingernails should not prevent practitioners from their daily duties which will include washing up, changing children's nappies or clothing and other tasks using hands.
- Fingernails should be kept presentable and clean, not dirty, chipped, or broken.
- Sticky/press on false nails are not allowed at any time.

- Nails must be of a sensible length and shape. If they are viewed as being too long by the management, you will be asked to cut them to a suitable length.
- When using alcohol sanitizers or when washing hands with soap and water, attention must be given to cleaning around the base of the fingernail, the cuticles, and the undersides of the nail tips.
- Acrylic /gel / false nails must not have embellishments attached that could fall off.
- Should concern be raised about fingernails, the person maybe be asked to address a change immediately, this may involve removing, changing style or nail polish

Hand hygiene

- There is liquid soap and hot running water throughout the premises for access by children and staff.
- Physically dirty hands will be washed with liquid soap and warm water and children and staff will have to go to the nearest sink or bathroom.
- KangaKare management will be proactive about the importance of handwashing and ensure that staff and children know how to wash their hands correctly as advised by the HSE.
- There is alcohol-based hand rub or gel (the alcohol content is at least 70%), for adult use only, at the entrance to the service or in the outdoor area and all classrooms for ease of access. These are wall mounted and out of the reach of children.

Practices followed by KangaKare under the advice of the HSE

How to wash your hands with soap and water

- Wet your hands with warm water and apply soap.
- Rub your hands together until the soap forms a lather.
- Rub the top of your hands, between your fingers and under your fingernails.
- Do this for about 20 seconds.
- Rinse your hands under running water.
- Dry your hands with a paper towel.

Children will wash their hands

- Before eating and drinking
- After a nappy change or using the toilet
- After playing outside
- After sneezing or coughing into their hands

- Whenever hands are visibly dirty.

Staff will wash their hand

- When they arrive at KangaKare
- After coughing and sneezing
- Before handling food, preparing bottles, or feeding children
- Between handling raw and cooked food
- Before and after eating their own food – breaks/lunches
- Before and after giving or applying medication or ointment to a child
- After changing nappies, assisting a child to use the toilet, or using the toilet themselves
- After contact with bodily fluids (runny nose, spit, vomit, blood, faeces)
- After cleaning tasks
- After removing gloves
- After handling rubbish
- Whenever hands are visibly dirty
- If in contact with someone who is displaying any illness symptoms

Respiratory Hygiene

- Cough or sneeze into your elbow or into a tissue
- Tissues are readily accessible throughout the service with a dedicated pedal operated bin provided in each of the rooms and in the outdoor areas for easy disposal of used tissues.
- Hands are washed after coughing or sneezing

Staff must:

- Adopt good respiratory hygiene and cough etiquette
- Ensure they are familiar with and follow respiratory hygiene guidance.

Face masks

- The recommended use of face-coverings and face masks is optional to each individual person.

Covid-19 Vaccinations

- It is the individuals own personal choice whether they choose to have the Covid-19 Vaccination.

Environment

- The environment will be ventilated as much as possible and within temperature requirements e.g., through opening windows in advance of children being in the room or while they are outside.
- The environment is cleaned and sterilised daily.

Mealtimes

- All meals and snacks will be delivered from the kitchen by the chef.
- Sharing of food will be actively discouraged between children and between staff.

Personal care

- When providing personal care to babies such as nappy changing or supporting toddlers with toileting, staff will continue to wear personal protective equipment i.e., gloves & Apron.

Cleaning

- KangaKare will clean daily surfaces and objects that are regularly touched e.g., door handles, light switches, desks, tables, presses, cupboards, toilets, taps, sinks, phones, remote controls, computer keyboards, printing equipment, kitchen surfaces and floors.
- Children's rooms, staff room, offices, kitchen, bathrooms, and communal areas should be cleaned daily and whenever the areas are visibly dirty.
- Where disinfection of an area is required, it will be performed in addition to cleaning and never as a substitute.
- KangaKare has a good supply of liquid soap, hand gel (70% alcohol at least), gloves, cleaning, and disinfectant products.
- KangaKare will adhere to a regular cleaning programme which is documented and signed off.
- KangaKare will wash play items and toys weekly and dry completely.
- Parents are advised not to allow children to bring toys from home into KangaKare.
- Staff will regularly empty bins and use gloves when doing so.
- Staff will use warm water, household detergents and common disinfectants to clean surfaces.

Critical Incident:

The aim of this plan is to provide guidance to management, staff and volunteers attending an outing with Kangakare Childcare Ltd on the prevention and effective response of a critical incident. The purpose of this plan is to facilitate us to:

- Minimize the risks of a critical incident occurring.
- Have an effective approach in responding to critical incidents as they occur.
- Identify an appropriate support and counselling structures in the event of an incident.
- Identify and implement appropriate training and information resources for staff.

Types of incidents may include but are not limited to:

- The death of a child or a member of the crèche through accident or any other suspected death/illness.
- An intrusion from another person putting children/staff in danger.
- The disappearance of a child or member of staff when in our care
- Bomb threat.
- Serious head or other injury that requires medical attention.
- Natural disaster
- Hazardous materials

Immediate Response [within 24 hours]

- a) Identify the nature of the critical incident
- b) Implement the appropriate emergency preparedness plan
- c) Contact emergency services
- d) Delegate immediate first aid to trained staff
- e) If applicable, secure the area
- f) Ensure safety and welfare of children and staff
- g) Notify the critical incident team leader if not on site
- h) Liaise with emergency services, hospital, and medical services
- i) Contact and inform parents and family members
- j) Identify children and staff members most closely involved and at risk
- k) Manage media and publicity
- l) Maintain Emergency Operational Procedure & Time Log (Appendix F)

Ongoing Follow-up Response

- a) Identify any other persons who may be affected by the critical incident and provide access to support services for community members.
- b) Provide accurate information to parents and staff.
- c) Arrange a memorial service and occasional worship as appropriate.
- d) Maintain contact with any injured and affected parties to provide support and to monitor progress.
- e) Monitor staff and children for signs of delayed stress and the onset of post-traumatic stress disorder, providing specialized treatment as necessary.
- f) Evaluate critical incident and Emergency management plan.
- g) Be sensitive to anniversaries.
- h) Manage any possible longer-term disturbances e.g. inquests, legal proceedings.

Evaluation and Review of Management Plan

- a) After a critical incident, a meeting of the critical incident team will be held to evaluate the critical incident report, the effectiveness of the management plan and to make modifications as required.
- b) The evaluation process will incorporate feedback gathered from staff, parents and local community representatives.
- c) An evaluation report will be made available to the management team.
- d) Sample Emergency Contact list; Full copy of CIP for outing is distributed to all adults in the days leading to the event for review.

Role	Name	Contact
Director	Deirdre Ronan	
Operations Manager	Naomi Ronan	
Manager	Mandy Kelly	
Assistant Manager	Anita Crummy	
Emergency services	Fire, Ambulance, Garda	999/ 112
Garda Station	Arklow Garda Station	0402 26320
Doctors	Maryville Surgery Arklow	0402 39841
St Vincent's Hospital	Emergency department	01 221 4358
Bord Gais		012335000
EBS Networks		021 238 6555
Wicklow County Childcare		0404 64455
Tusla		01 7718500
Arachas Insurance		01 213 5000

Appendix

Parent Information about your Childs School Trip Outing

Title: Date:

Destination:

Departing time:

Duration

What food will be provided?

Estimated time back to Kangakare Childcare:

Cost (all Inclusive):

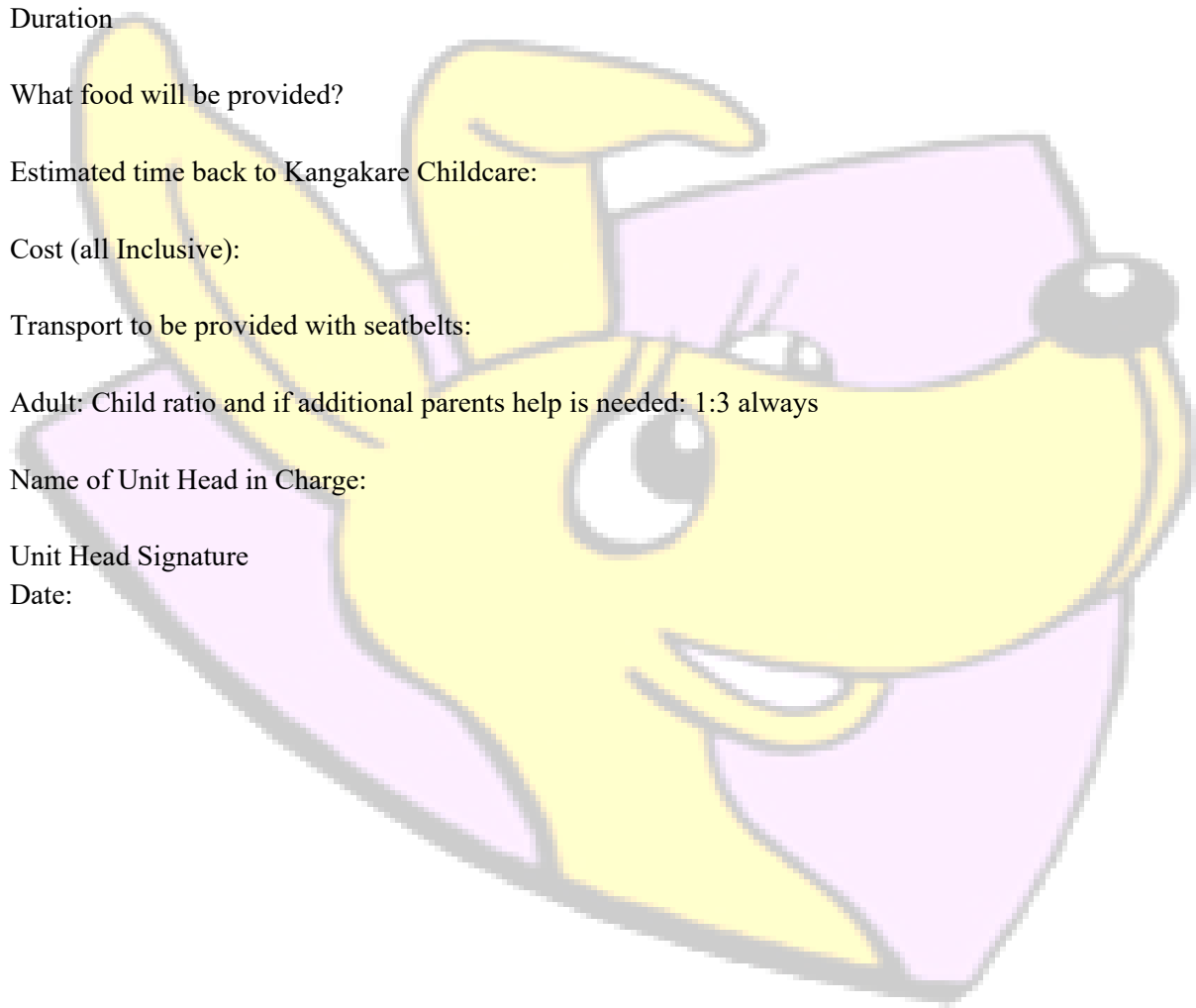
Transport to be provided with seatbelts:

Adult: Child ratio and if additional parents help is needed: 1:3 always

Name of Unit Head in Charge:

Unit Head Signature

Date:



Declaration of Compliance – This form will be signed prior to the trip

I declare the following conditions are met for all buses and drivers to be used for the transport of passengers.

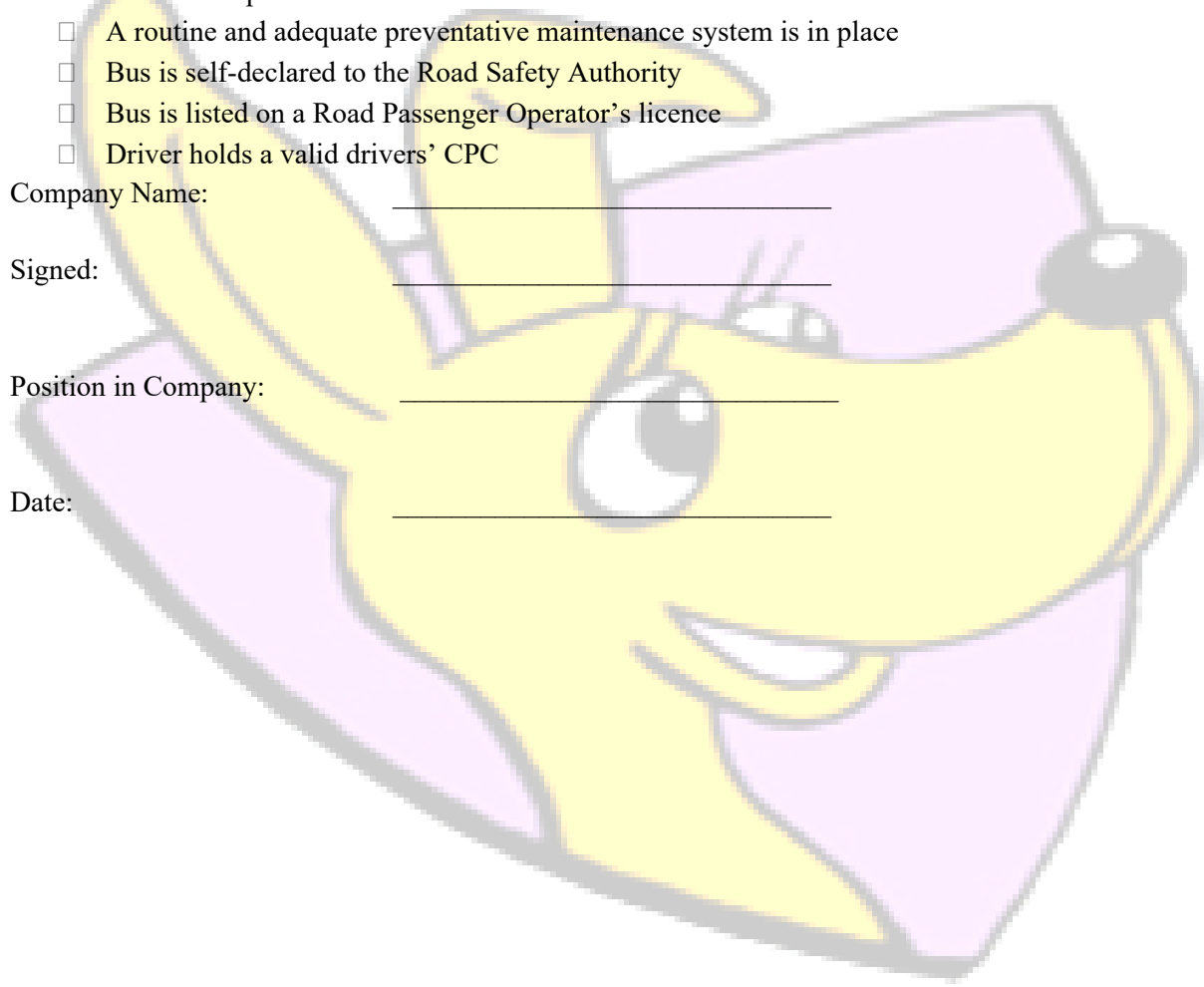
- ☐ Bus Holds a current Certificate of Roadworthiness
- ☐ Bus is tested annually and on-time
- ☐ A daily walk-around check is conducted each day before bus is driven on the public road
- ☐ Any defects are reported, repaired and checked by a suitably qualified person prior to being used on the public road
- ☐ A routine and adequate preventative maintenance system is in place
- ☐ Bus is self-declared to the Road Safety Authority
- ☐ Bus is listed on a Road Passenger Operator's licence
- ☐ Driver holds a valid drivers' CPC

Company Name: _____

Signed: _____

Position in Company: _____

Date: _____



Parental Consent Form for Outing

PLEASE READ INFORMATION GIVEN ON THIS FORM, SIGN PERMISSION SLIP AND RETURN TO YOUR CHILD'S TEACHER BEFORE DATE GIVEN BELOW.

I (Parent/Guardian name): _____ give consent for my Child
*(child's

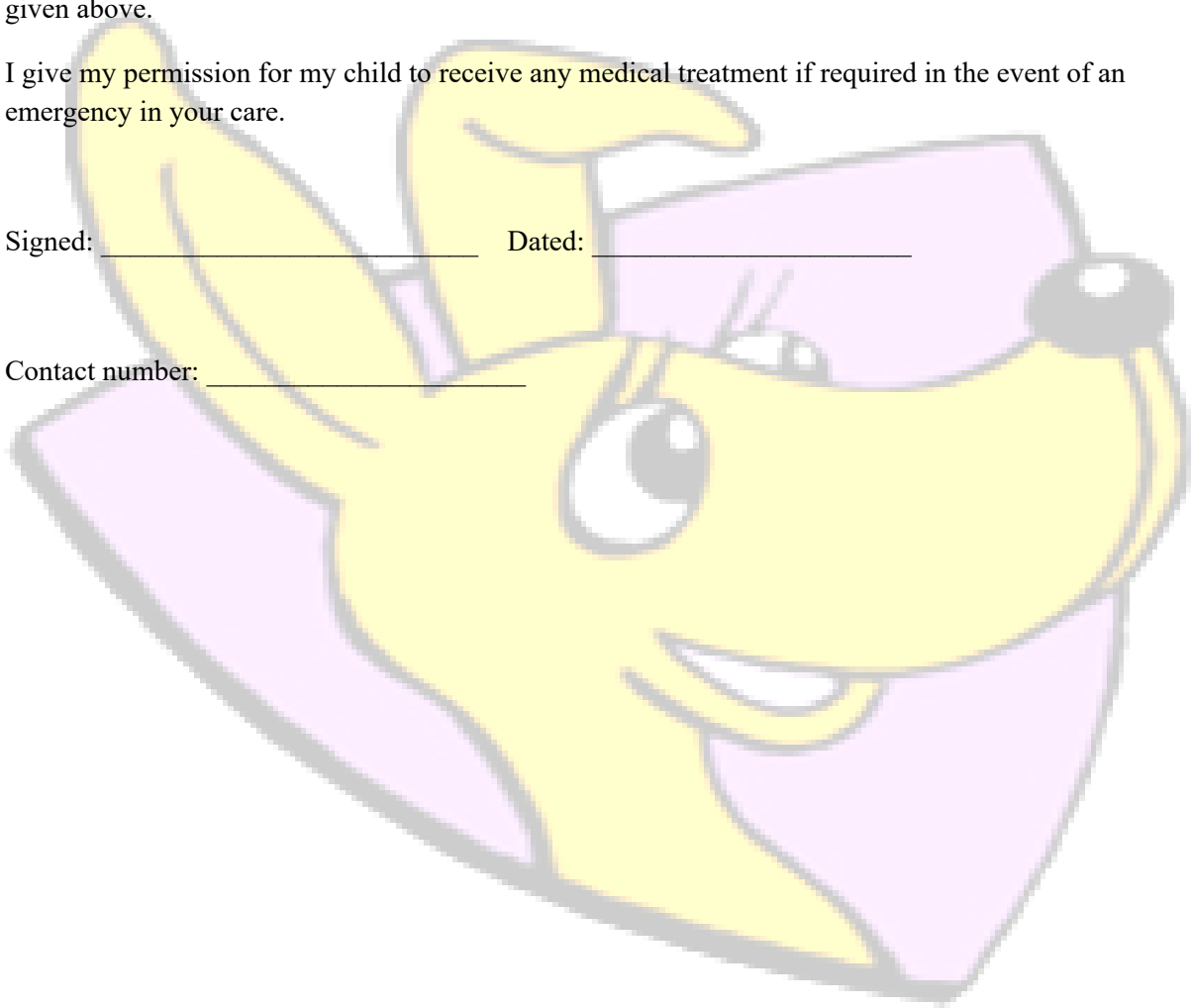
name) _____ to attend the outing to/from _____
on the date

given above.

I give my permission for my child to receive any medical treatment if required in the event of an emergency in your care.

Signed: _____ Dated: _____

Contact number: _____



Legislative Reference

- Child Care Act and Early Years Regulations
- Child Care Act 1991 (Part VII)
- Child and Family Agency Act 2013
- Child Care Act 1991 (Early Years Services) Regulations 2016
- Child Care Act 1991 (Early Years Services) (Amendment) Regulations 2016
- National Vetting Bureau (Children and Vulnerable Persons) Acts 2012–2016
- Child Care Act 1991
- Protection of Persons Reporting Abuse Act 1998
- Protected Disclosures Act 2014children First Act 2015
- The UN Convention on the Rights of the Child 1992
- Safety, Health & Welfare at Work Act 2005
- Safety, Health & Welfare at Work (General Application) 2007
- Food Safety Authority Act 1998
- E.C (Official Control of Foodstuffs) Regulations 1998 (contained within the Food
- Safety Authority Act, 1998)
- E. C. Hygiene of Foodstuffs Regulations 2006 (S.I. No 369 of 2006) & Amendment
- Regulations 2009-2019
- Building Control Act 1990– 2014
- Building Regulations 1997–2017
- Building Control Regulations 1997–2015
- Planning and Development Acts 2000–2006
- Planning and Developments Regulations, 2001-2018 Planning and Development
- (N Water Services Act 2013
- European Communities (Drinking Water) (No. 2) Regulations 2007
- European Union (Drinking Water) Regulations 2014
- Irish Water www.water.ie

- The Environmental Protection Agency www.epa.ie
- European Union (Drinking Water) (Amendment) Regulations 2010.2) Regulations 2007 (S.I. 135 of 2007)
- National Rules for Electrical Installations (see National Standards Authority of Ireland www.nsai.ie)
- Commission for the Regulation of Utilities (CRU) www.cru.ie
- Companies Act 2014
- Equal Status Acts 2000–2015
- Employment Equality Acts 1998–2015
- Irish Human Rights and Equality Commission www.ihrec.ie
- Data Protection Acts 1988–2018
- General Data Protection Regulations
- The Workplace Relations Commission have a code of practice on harassment and sexual harassment which sets out how businesses can manage this or form a policy on this www.workplacerelations.ie
- Commercial Vehicle Roadworthiness (Vehicle Testing) (No. 2) Regulations 2013 – SI 347 of 2013
- Road Safety Authority (Commercial vehicle Roadworthiness) (Vehicle Maintenance and Repair) Regulations 2013 – SI 348 of 2013
- Road Transport act 2011
- European Communities (Vehicle Drivers Certificate of Professional Competence) (No. 2) Regulations 2008 – SI 359 of 2008
- Fire Services Act 1981 & 2003
- Infectious Diseases Regulations 1981–2018

Further information

- Tusla. (2018). Quality and Regulatory Framework. Dublin: Early Years Inspectorate, Tusla. <https://www.tusla.ie/services/preschool-services/early-years-quality-and-regulatory-framework/>
- Local City and County Childcare Committees
- Tusla. (2017). Children First: National Guidance for the Protection and Welfare of Children 2017 and all supporting documents (see <https://www.tusla.ie/services/child-protection-welfare/children-first/>)
- Barnardos. (2018). Protecting Children: A Child Protection Guide for Early Years and School Age Childcare Services (4th edition). Dublin: Barnardos
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- Barnardos. (2018). Protecting Children: A Child Protection Guide for Early Years and School Age Childcare Services (4th edition). Dublin: Barnardos.
- The Workplace Relations Commission have a Code of Practice on Protected Disclosures https://www.workplacerelations.ie/en/what_you_should_know/codes_practice/cop12/
- The Ombudsman for Children <https://www.oco.ie/childrens-rights/un-convention/>
- Children's Rights Alliance <https://childrensrights.ie/childrens-rights-ireland/un-convention-rights-child>
- Barnardos and Border Counties Childcare Network. (2006). Health and Safety in Childcare: A Guide for Centre-based Services. Dublin: Barnardos.
- Health and Safety Authority - You can download publications such as Guide to the Safety, Health and Welfare at Work (General Applications) Regulations 2007 and Safety Signs at Places of Work and First Aid from www.hsa.ie
- National Standards Authority of Ireland www.nsai.ie
- Competition and Consumer Protection Commission www.ccpc.ie
- Food Safety Authority of Ireland (FSAI) www.fsai.ie
- Department of Health and Children (2004) Food and Nutrition Guidelines for Pre-School Services <https://health.gov.ie/wp-content/uploads/2014/03/Food-and-Nutrition-Guidelines-for-PreSchool-Services.pdf>
- Data Protection Commission www.dataprotection.ie

“Guide to keeping your Commercial Vehicle Roadworthy” and further information on bus operator and driver compliance is available at www.cvrt.ie