



POLICIES & PROCEDURES HANDBOOK

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The Following Services Are Provided By Butterflies Crèche

SERVICES

Care For Babies 6 Months +

Babies from 6 months onwards can be cared for. Parents must supply all of their own bottles, food, nappies, and 1 daily change of clothes until the baby reaches 18 months. Babies will be placed in a safe and stimulating environment in which to play carefully watched over by qualified staff. All activities are provided to suit the baby's development.

Wobblers & Toddlers 1 – 2 Years

Activities include painting, water and sand-play, story time and song time. The older children of this group will also have arts and craft and nature walks, as this is a stepping Stone to Montessori.

Playschool & Montessori 2.5 – 5 Years

A fully trained Playschool/ Montessori teacher will guide each child within a structured and caring environment.

MEALS

All children in full time day care and over the age of 12/18 months will be provided with breakfast, dinner and snacks throughout the day. Dinners are provided using locally sourced fresh meat and vegetables. These meals are nutritional and prepared fresh each day in the Crèche. Our drinks are milk and water only. Meals for babies under 1 year must be provided by the parents and can be brought to

the Crèche at the beginning of the week where we will refrigerate them and use as required. Children in playschool and Montessori bring in a light snack but please remember to keep these snacks healthy and nutritional and no fizzy drinks allowed.

STAFF RATIOS

Staff to Child Ratio will be devised to suit each age group and to ensure the highest possible standard of safety and hygiene in line with current health board regulations.

AIMS

The service we are providing is a 'home from home', warm, caring and stimulating environment for your child to feel safe and secure.

HOURS OF BUSINESS

The Crèche opens from 7.30am to 6pm Monday to Friday.

We would ask parents to ensure that their child/children are collected on time, as it is a long day for both children and staff. Your assistance in ensuring that your child/children are collected on time is appreciated.

The Crèche closes on Bank Holidays, Good Friday and approximately one week during the Christmas period.

SETTLING IN YOUR CHILD:

It is the policy of Butterflies that every effort is made to ensure that the settling in period is as easy and pleasant as possible for the children and parents.

We encourage each parent to bring their child to the Crèche the week before they begin and spend an hour every other day acquainting themselves and their child with the staff and surroundings.

Parents need to supply the items listed below:

- Nappies
- Nappy Cream.
- Baby wipes
- Sun Cream for outdoor play
- Changes of clothes x 1
- Bottles (applies to baby group). All formula feeds to be provided.
- Hairbrush/comb in labeled Ziploc bag

The above will be marked with your child's name - for their use only.

SECURITY

In the interest of security and safety, designated parents and/or carers may only collect children. Parents are asked to introduce carers in advance so the staff will recognize them. CCTV is in operation on the grounds to enhance the safety and security of all concerned.

PROCEDURE

Each child must be at least 6 months old when starting in the Crèche. Parents seeking to enroll their child into the Crèche must fill in an enrolment form and contract.

The completed forms must be given to the Crèche manager before your child begins in the Crèche. If there are no remaining places, a waiting list will be drawn up.

- Fees must be paid weekly, in advance on the first day of each week.
- Fees may be paid by Standing Order, Cheque or Cash.
- Fees must be paid even when the child is absent due to illness or holidays.

All fees have been calculated over 52 weeks and take into account all public and Christmas holidays.

RECORD KEEPING

- All records, in line with the Child Care regulations 1997 [pre-school Services] and any subsequent amendments are kept up to date and accurate at all times.
- All confidential records are stored securely and in line with GDPR guidelines.
- Parents, carers or guardians will be asked to co-sign the medical administration form when necessary.
- Observational records are kept to help in understanding the needs and abilities of each child, and what programmes to put into place to aid them in reaching their full potential

- All written records are impartial and factual

It is the policy of Butterflies Crèche and Montessori to welcome any suggestions, recommendations or comments made by children or their parents in relation to the Crèche. Any complaints made about the service will be dealt with in an open and impartial manner according to the following procedures: -

COMPLAINTS PROCEDURE

- Complaints should be made to the manager/owner or room supervisor.
- Every attempt will be made to resolve the matter as amicably as possible and to the parent's satisfaction.
- If an agreement cannot be reached and the parents wish to pursue the matter, they must make a formal complaint in writing to Butterflies Crèche.
- The complaint will be recorded.
- If it involves a member of staff, the staff member involved will be informed
- If necessary, outside mediation will be arranged
- Complaints will be Recorded and signed off by parties involved.

DROP OFF AND COLLECTION

We have an open door policy at Butterflies Crèche and Playschool/Montessori School, however if your child or any other children in our care become upset due to you visiting your child

during the day, then we might request that you refrain from dropping in to the Crèche so often.

It is our policy to offer 6 complimentary hours to your child the week before he/she starts Crèche. We recommend 2 hours per day for 3 days. Once you and your child are happy and settled, we ask that you drop your child off in their rooms.

Any information regarding your child must be passed onto a member of staff.

Please do not allow your child to bring toys from home into the Crèche. Loss, breakage or arguments with other children may be avoided this way. Comforters (i.e. Teddies, blankets etc.) are welcome but please be aware that loss or damage may occur.

Any bottles must also be given to a member of staff.

Both parents and staff should use this time to discuss any significant occurrences during the child's time at home.

Sometimes children do get upset when being dropped off at Crèche, we ask that if possible you do not spend too much time in your child's room if they are crying, as it upsets the other children.

If your child is upset frequently and we feel it is becoming a problem for other children, then we will approach you to discuss the matter.

Please inform the Crèche if someone else is going to be dropping your child to the Crèche.

Children are not to be dropped off before 7.30 am.

Please inform the Crèche if someone else is collecting your child. We will not let your child be collected by someone we do not recognise. If you wish your child to be collected by someone other than yourself, either photo confirmation or a code must be given into the Crèche. No one under the age of 18 will be permitted to collect your child. We ask all parents to shut any doors or safety gates behind them and to make sure that the front door closes firmly behind them.

The Crèche closes at 6 pm sharp! Both our insurance and the planning authority do not allow us to operate after this time.

HOLIDAYS & CLOSURES

Policy

It is the policy of Butterflies Crèche and Montessori School that the Crèche will close for all bank and public holidays, Good Friday and approx. one week at Christmas. Our fees take into account that the crèche is closed for the Christmas period and all Bank holidays. No refund of fees is due for these times.

ABSENTEEISM

Policy

It is the policy of Butterflies Crèche and Montessori School that parents must notify the Crèche if their child is going to be absent. This allows us to work out our numbers for the day and ensures the smooth running of the Crèche. Full fees are payable if your child is absent from the crèche due to illness or otherwise.

Procedure

The child's parents/guardian will be required to contact the Crèche as soon as possible if the child is absent due to illness.

The parents/guardian will be required to disclose any relevant information to the Crèche. This is necessary so that we can take precautions to safe guard the other children in our care if the illness is contagious. An exclusion period may well be enforced and we may require a doctor's letter prior to return.

ILLNESS

Children who are ill must not attend the Crèche.

If a child has an infectious disease, e.g. conjunctivitis, diarrhea measles or any kind of infection they must not be brought to the Crèche and must be free of all symptoms for at least 24 hours before returning for the sake of the other children and staff. If a child becomes ill at the Crèche the manager will notify the parents to ask them to collect the child. Children will be excluded for 48 hours if taking antibiotic medicine.

ADMINISTRATION OF MEDICINE

Policy

Butterflies Crèche and Montessori School will administer medicine, once a parent or guardian has filled out a medical consent form.

Medicine will only be accepted by the Crèche once it is in its correct bottle/package and the instructions – amount, times etc. are clearly visible on the original / pharmacy label.

Procedure

- Parents are required to sign a medical consent form.

- A named member of staff will administer medicine.
- Hands are washed thoroughly before administering the medicine.
- A second member of staff witnesses the procedure.
- The named member of staff checks the medicine, checks the dosage, the correct time and the correct child.
- The medicine is administered and the form filled in and signed by both members of staff and counter signed by a senior member of staff every time the medicine is administered. Once the medication has ceased the form is kept in the child's file.
- All medicines are stored in a marked medicine box in the refrigerator.

STAFF RECRUITMENT

Policy

It is the policy of Butterflies Crèche and Montessori to recruit trained or experience staff. We are committed to the equality of opportunity for all children, parents and staff. Recruitment procedures are fair and transparent and comply with relevant employment legislation. Please contact Cathy if you require any other information in relation to our policy on recruitment.

Procedure

All staff must have cleared written references [at least two] and if possible have a Garda Check – a Garda check is only possible for staff living in areas where the local Garda station has the facility to do checks, otherwise staff will sign a declaration form confirming their identity and stating that they do not have a criminal record.

We do our best at Butterflies Crèche and Montessori School to maintain the continuation of employment of all our staff; however at times due to a drop in numbers or other there may be staff changes. We are members of Early Childhood Ireland and Fingal Childhood Committee and they supply ongoing courses throughout the year. All newly appointed staff have an induction week and are provided with the information necessary to settle into their job. Monthly staff meetings are organized. External training and conferences/workshops are arranged. A training needs analysis is carried out and reviewed on a regular basis, to establish what type of training is required.

CLEANING PROCEDURES

All rooms in the Crèche have a cleaning schedule in place to ensure that all areas are kept in a clean and hygienic condition at all times.

FIRST AID BOXES

- Are supplied and fully equipped at all times.
- All staff members hold an up to date First Aid Certificate and are on the premises at all times.
- Records are easily accessible to staff in case of emergency
- Minor accidents will be treated in the childcare premises and parents/carers will be advised at all times.
- All accidents are recorded in the accident book.

In the event of a serious accident/Illness the manager of the Crèche will call an ambulance and the parents/carers will be notified immediately.

FIRE DRILLS

A practice fire drill will be carried out in the Crèche once a month .A fire drill report will be written up and signed by the Crèche manager.

HEALTH & SAFETY (GENERAL)

- No smoking on the premises.
- Hot drinks will only be consumed in the staff area.
- Running inside the area is to be avoided.
- Supervision will be implemented at all times.
- Appropriate clothing /footwear is to be adhered to.

FEES & NOTICE PERIOD - TERMS & CONDITIONS

- All fees are payable by direct debit/cheque/cash on the 1st day of each week.
- Parents are required to give one month's written notice when a child is leaving the crèche/playschool/afterschool.
- Butterflies Crèche reserves the right to withdraw a child's place with no notice if fees are not paid by payment date.
- There is no reduction in fees due to holidays or sickness.
- Fees are reviewed annually.

Please note that all full-time and part-time fees are calculated over 52 weeks. Therefore full fees are due during our period of closures at Christmas, Bank holidays and Holy days.

STANDING ORDER SET UP

PLEASE DETACH, COMPLETE AND RETURN TO YOUR BANK

To the Manager of _____

You are authorised to set up a standing order on my/our account as detailed below.

Pay:

Butterflies Crèche/Playschool Montessori

Bank of Ireland

Killester Dublin 3

A/C No: 43675163

Sort Code: 900543

IBAN: IE15BOFI90059443675163

BIC: BOFIIIE2D

Ref: (your child's name):

On the 1st day of each Week €_____ from my account starting
_____/_____/_____

A/C number_____

Name on Account_____

Signed_____Date _____

Address_____

PARENT CONTRACT

I/We have read and agree to the policies, procedures, terms and conditions laid out in Butterflies Crèche & Playschool/Montessori Parents Handbook.

Signed_____Parent/Guardian

Signed_____Nursery Manager

Date_____

* Please note that fees are charged from the date your child is booked in and must be paid whether your child starts on that date or not. *

BOOKING FORM

Butterflies Crèche, The Coachhouse, Lusk House,
Station Road, Lusk, Co. Dublin. Tel:086-6650166

Please Complete and check relevant fields.

Child's Name:		D.O.B:						
Address:		Tel:						
Starting Date:								
Class	Time	Mon	Tues	Wed	Thurs	Fri	Drop Off	Pick Up
Montessori	8.45am to 11.45am							
Pre-Montessori a.m.	9.15am to 11.45am							
p.m.	1.00pm to 4.00pm							
Playschool	9am to 12.15pm							
Crèche Full Time	7.30am to 6pm							
Before & After School	Before School After School							
Deposit for /Montessori /Playschool.....* €100								
Deposit for Crèche:* €200								
Deposit for After School:* €100								
All Deposits Are Non-Refundable								

Signed for Butterflies Crèche_____

Signed Parent/Guardian. _____

Print Name:_____

Important: Please note that fees are charged from the date your child is booked in and must be paid whether your child starts on that date or not.

PRICE GUIDE

Butterflies Crèche Price Guide for 2019/2020

Opening Hours 7.30 a.m. to 6 p.m. Monday to Friday. Crèche Closes on Weekends, Public and Bank Holiday's Good Friday and for one week during the Christmas Break.

Class	Time	Fees
Montessori	8.45am to 11.45am	Full Week (Mon-Fri)..... €100p.w Free for all children eligible for ECCE grant
Pre-Montessori a.m.	9.15am to 11.45am	Full Week (Mon-Fri)..... €100p.w Free for all children eligible for ECCE grant
p.m.	1.00pm to 4.00pm	Full Week (Mon-Fri)..... €100p.w Free for all children eligible for ECCE grant
Playschool 2-3 Years	9am to 12.15pm	€25 Per Morning with Montessori Classes. Min of 3 x Days Required
Crèche Full Time 6 Months +	7.30am to 6pm	Full Week (Mon-Fri)..... €210p.w 4 Days.....€195p.w. 3 Days.....€175p.w 2 Days.....€140p.w 1 Day.....€ 70p.w
Before & After School	Before School After School€100p.w
Deposit for /Montessori /Playschool.....* €100		
Deposit for Crèche:* €200		
Deposit for After School:* €100		
All Deposits Are Non-Refundable		

Affordable Childcare supports available and are on a pro rata basis

Additional Hours available at €10 per hour or part of per child.

Fees for School Children €40 per day during school holidays.

Please note that all fees are calculated over 52 weeks

AFTERSCHOOL SERVICE

Afterschool service includes a drop off and collection to local schools. Drop off & Collection €100 per week includes:

- Breakfast
- Dinner
- Supervised homework &
- Tea.

Places must be booked and paid for whether your child is on the Bus or not. All fees have been calculated to include all school holidays, Bank holidays and a Force Majeure.

DEPOSITS

Your child's fees are due on their first day of the week.

Full fees are payable whether or not your child attends

Playschool/Montessori/Crèche for whatever reason as their place has been booked.

Whether your child attends for one day or five days and a Bank Holiday/Holy day falls in between, you are not entitled to either swap days or a refund as all Holidays/Holy days and Force Majeure are taken into account when calculating the fees.

BEHAVIOUR MANAGEMENT POLICY

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

Procedures

Children's efforts, achievements and feelings will always be acknowledged so as to promote the growth of self-esteem and self-discipline.

The service will strive to manage behaviour consistently in order that children have the security of knowing what to expect and can build up good patterns of self-discipline.

Adults working in the service must be good role models by following codes of behaviour and showing respect for each other and the children.

Rules that apply to children and adults in the group will be discussed and agreed. These rules will be made known to all adults, staff, parents and children. Rules will be kept to a minimum.

It is recognised that the key to behaviour management is good observation skills in the adults.

Ongoing discussion, training and practice will be availed of to train staff in the skills.

POSITIVE STRATEGIES FOR BEHAVIOUR MANAGEMENT

One to one adult support will be offered to the child that has misbehaved to help the child to see what went wrong and offer possible solutions.

Comfort and support will be offered where another child has been hurt in an incident and a report will be written up, signed by a staff member and a copy given to the parent.

- Explanations for challenging unwanted behaviours and attitudes will be made clear immediately to the child/children.
- It will always be made clear to the child in question that it is the behaviour and not the child that is unacceptable.
- Staff will use simple language, speaking calmly and quietly to the children when dealing with these situations
- Staff will demonstrate respect and empathy by listening and being interested.

By offering alternatives, positive behaviour is encouraged and helps to teach children about the value of compromise.

Recurring problems will be dealt with in an inclusive manner following observations and involving the child's parents, and other appropriate adults. Books and activities will be available to help the children explore and name their feelings, where appropriate, in conjunction with an adult.