

A safe place  
where people  
learn and grow,  
that serves our  
needs and enriches our lives  
in a supportive,  
fun and caring environment'



# Ozanam House Childcare Centre

## Policies & Procedures



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## Childcare Centre Staff

### Childcare Manager:



Denise Hogan

### Early Years Educators:



Nora Cowap



Debbie Keegan



Astrid Quevedo



Anca Oltean



Lorraine Connaghan

## Society of Saint Vincent de Paul

**“The question which is agitating the world today is a social one. It is a struggle between those who have nothing and those who have too much. It is a violent clash of opulence and poverty which is shaking the ground under our feet. Our duty is to throw ourselves between these two camps in order to accomplish by love what justice alone cannot do”**



**Frederic Ozanam,  
Founder of the Society of St. Vincent de Paul**

### **The Society of Saint Vincent de Paul.**

The Society of St Vincent de Paul is voluntary organisation with a Christian ethos. Founded in 1833 by Frederic Ozanam, the Society first came to Ireland in 1844. Membership is open to anyone who can adopt our ethos. Our focus is on a practical approach to dealing with hardship, alleviating its effects on individuals and families and seeking to achieve social justice and equality of opportunity for all citizens.

We are an international organisation and one of Ireland's best known and most widely supported organisations of social concern and action with over 11,000 members active in every county in Ireland.

### **The benefits our organisation has brought to the community.**

Be it through direct personal contact and assistance, caring for the homeless, providing social housing, operating holiday homes, community resource centres and other social support activities, the Society promotes community self-sufficiency by embracing those who are marginalized and helping them to rekindle their self-respect and sense of worth. We achieve this through individual personal development, by empowering people to help themselves while maintaining the dignity of the individual.



### **Ethos of the Society of Saint Vincent de Paul.**

The Society is based on a community spirit and Vincentian ethos that is central to all aspects of our work. This ethos can be defined as respect for the dignity and potential of every human being – treating people with respect and compassion – in a spirit of friendship and equality.

## Ozanam House Resource Centre

### General Information

**“A safe place where people learn and grow, that serves our needs and enriches our lives in a supportive, fun and caring environment.”**

Ozanam House Resource Centre is located on the site of the original clothing and furniture warehouse of St. Vincent de Paul in a building that also has been used by the Society for a variety of purposes for over 100 years. Some years ago, following a consultation process with SVP volunteer members visiting families in the area, as well as statutory, community and other voluntary groups, it was decided to develop Ozanam House into a first class resource for the community.



The Centre was opened in September 2002 and since then has been providing the local community with a vital stepping stone to learning and development, safety and encouragement. It not only offers programmes that develop skills in a wide variety of areas but also offers individuals, young and old, the opportunity to gain the confidence needed to develop in whatever way they require and the self-belief that they and their families can have a better future.

Since 2002, over  
8,000 People have  
been through our  
doors...

At present, the Centre has 500 members, accessing nearly 600 programme places each week. Our members range in age from 3 to 94 years all of whom are supported by 13 SVP staff (7 full time, 6 part-time), CE staff, students and over 65 active volunteer members who work in the centre each week doing everything from teaching classes to facilitating activities in adult education classes and acting as mentors in the youth and childcare programmes, all sharing their time and skills to benefit others.

## 2.2. Ethos and Values

Ozanam House Resource Centre is a place of welcome and all our staff and volunteer members are expected to treat each other, and the people who come into the Centre with respect and friendship.



Many of the members experience social exclusion and disadvantage of some kind, so we want the Centre to be a place where people look forward to coming, feel welcome and secure.

- Ozanam House encourages a structured, safe environment for its service users to thrive.
  - All service users in the centre are accepted, encouraged and included.
  - An active interest is taken in each service user individually to build up confidence and trust.
  - We get to know the people through taking time to chat with them, pinpointing their needs, talents etc., and giving lots of individual and specific praise and encouragement.
- All service users are encouraged to develop socially and educationally, and to develop new skills and most of all to have lots of fun!



## Ozanam House Childcare Centre

### Service Aim & Objective:

The aim of our childcare centre is to encourage all children to feel happy, independent, secure and healthy. We aim to help develop your child emotionally, socially and intellectually. We follow a holistic approach when caring for all children.

- We also aim to support you, the parent in whatever way we can.
- We strongly recognise that parents are the most important person in a child's life.
- We encourage parents to get involved in parent & child activities in the childcare centre.
- We give priority of places to children whose parents are seeking to get back to work or education
- We invite all parents to a monthly Breakfast Morning

### Services Offered:

Ozanam House Childcare Centre provides 62 childcare places on a daily basis.

- We provide childcare for 40 children for 50 weeks of the year.
- The 22 children in the Free Preschool Year (ECCE) class are offered sessional pre-school hours for 38 weeks of the year.

- We have 3 pre-school classrooms which operate in the mornings and three after school classes which operate in the afternoons.



### Pre School Morning Classes:

Class	Time	Age
Meerkat Pre School	8.45am to 2pm	3 years upwards
Koala Free pre School Year (ECCE)	9am to 12pm	2 yrs 8 mths to 4 yrs 6 mths
Dolphin Free pre School Year (ECCE)	9am to 12pm	2 yrs 8 mths to 4 yrs 6 mths



### After School Classes:

Class	Time	Age
After School x 2	1.30pm to 5.15pm	4 years to 7 years
After School x 1	2.30pm to 5.15pm	4 years to 7 years

We provide after school places to 32 children on a daily basis from 1.30pm to 5.15pm Monday to Friday each week. The children who attend our afterschool are from 4 years old to 7 years old (must be 7 yrs on Sept 1<sup>st</sup>) and attend local primary schools in the area.



### Summer Activities:

**Pre School:** The pre-school children benefit from a variety of different and fun activities during the summer months. We organise a range of fun activities in house, as well as parent and child trips once per week. This is a great opportunity for parents to enjoy a day out with their children and their friends as well as meeting other parents.

**After School:** Throughout the month of July the afterschool children attend the main youth summer project in the centre. This is an activity filled daily programme that runs Mon-Fri 10.30am to 3.30pm and includes in house classes and events as well as excursions outside of the city to places of interest. In August we run a smaller more compact summer project in the afternoons only. We offer the children and young people a safe environment during the summer months. We hope to provide children with a memorable experience in a safe, nurturing, yet fun filled environment giving parent's added assurance that the well-being of their children is being cared for.

#### Summer Schedule for Preschool and Afterschool:

Month	Class	Time	Age
July	Pre-school	8.45am to 2.00pm	3 years upwards
July	After School	10.30am to 3.30pm	4 years to 8 years
August	Pre-school	8.45am to 2.00pm	3 years upwards
August	After school	2.30pm to 5.00pm	4 years to 10 years



## Application Procedure

We accept applications for places from families who live in our catchment area and are eligible for funding under the Department of Children and Youth Affairs (DCYA) Childcare Subvention Scheme (CCS) or Early Childhood Care Education (ECCE) scheme. This information is verified when a parent completes the enrolment form.

On receipt of an application the child's name is put on to a waiting list. When a place becomes available we will prioritise allocation from parents with one or more of the following circumstances

1. Parents who are attending training courses
2. Referrals are taken from the following agencies and will be prioritised as follows:
  - Society of Saint Vincent de Paul Visitation Conferences
  - HSE Social Work department
  - Public Health Nurse
  - Local primary schools or other community groups who are working with the family



Please note the needs of the child will be assessed in relation to the ability of the service to best serve and support those needs. The service reserves the right to decide against offering a place to a child where we do not have the resources to appropriately meet the needs and support the child as required.

### 3. Working parents earning a low income who are in receipt of Family Income Supplement



## Attendance Policy

Ozanam House Childcare Centre is part of Ozanam House Resource Centre and run by Society of St Vincent De Paul, a voluntary non-profit organisation. Childcare fees are based on the cost of providing the place for your child. We receive a grant from the Department of Children & Youth Affairs (DCYA) & a voluntary subsidy from the Society of St Vincent De Paul to reduce your fee. The Childcare grant is based on the economic circumstances of each individual family.

Your child's attendance in Ozanam House Childrens Centre must follow the rules of the childcare grant for the Community Childcare Subvention scheme as set out by the Department of Children and Youth Affairs.

If you have any questions please do not hesitate to talk to the childcare manager of your child's class leader.

### **RULES OF THE COMMUNITY CHILDCARE SUBVENTION (CCS) SCHEME:**

Funding for parents availing of the CCS scheme is based on very strict attendance criteria laid down by the Department of Children and Youth Affairs (DCYA) and managed by Pobal. This criteria includes the amount of days the children attend preschool and afterschool and the amount of time they spend here.

Here are some key points of information on the CCS scheme:

There are four sessions that are funded -

- **Full-day:** Child must be here for more than 5 hours
- **Part-time:** Child must be here for more than 3 ½ hours but not more than 5 hours
- **Sessional:** Child must be here for more than 2 hrs 15 mins but not more than 3 ½
- **Half sessional:** Child must be here for more than 1 hr 15 mins but not more than 2 hrs 15 mins

Snapshot week:

- **Snap shot week** is a four week period during September and October and funding for the year is based on attendance during this period.
- **It is important to note the following examples** of how your funding and fees could be effected during and after snapshot week:

**Example 1:** If you sign up for a part time place for 5 days a week but only attend 4 days, your funding will be reduced and your fee will increase.

**Example 2:** Your child's hours of attendance do not reflect the session they are funded for e.g. you sign up for a part-time (+3.5 hours) place but your child is only attending the hours of a sessional (-3.5hours) place.

**After snapshot week a child must continue to attend IN FULL for the session they are funded for. We are obliged to inform pobal of any changes in attendance and the child's funding will decrease and weekly fee will increase as a result.**

## Funding and Fees Criteria

There are four bands of funding, A, AJ, B, D. The amount each family is awarded is based on their own circumstances.

### Pre School

- |   |                     |
|---|---------------------|
| <p>A. Children of parents who:<br/>Are in receipt of various social welfare payments AND a medical card,<br/>OR are doing a TUS, CE or Gateway scheme<br/>the following fee's apply:</p>                                      | <b>€10 per week</b> |
| <p>AJ. Children of parents who:<br/>Have a medical card AND are in receipt of Job Seekers Benefit/Allowance<br/>or Supplementary welfare allowance<br/>the following fees apply:</p>  | <b>€25</b>          |
| <p>B. Children of parents who:<br/>Are in receipt of various social welfare payments BUT NO medical card<br/>OR have a medical card but are not in receipt of any social welfare allowances<br/>the following fees apply:</p> | <b>€30</b>          |
| <p>D. Qualified for A or AJ last year but not this year:</p>  | <b>€45</b>          |

### After School:

	<b>Junior/Senior Infants</b>	<b>First Class+:</b>
<p>A. Are in receipt of any social welfare payment AND a medical card OR are doing a TUS, CE or Gateway scheme</p>	<b>€5</b>	<b>€5</b>
<p>AJ. Have a medical card AND are in receipt of Job Seekers Benefit/Allowance or Supplementary welfare allowance</p>	<b>€5</b>	<b>€5</b>
<p>B. Are in receipt of various social welfare payments NO medical card OR have a medical card but are not in receipt of any social welfare allowances</p>	<b>€15</b>	<b>€15 BUT</b>
<p>D. Hold a GP Visit Card only or</p>	<b>€30</b>	<b>€30</b>

Qualified for A or AJ last year but not this year

## NOTE:

You must be in receipt of your social welfare payment and/or have an active medical card during snapshot week in order for funding to be approved for that year. These are the rules set down by DCYA and are out of our control.

**Example 1:** If snapshot week finishes on 12<sup>th</sup> Oct and your medical card is approved on the 13<sup>th</sup> the medical card will not be taken into consideration.

**Example2:** If snapshot week finishes on the 12<sup>th</sup> Oct and your social welfare payment is approved on the 13<sup>th</sup> this will not be taken into consideration.

## Returning Families:

*Please note:*

*It is each parent/guardians responsibility to inform the childcare manager if your circumstances have changed from the previous year. If you do not and your fee increase, payments will be backdated to the time your child started that academic year.*

**Example:** You were in receipt of a medical card or social welfare payment in September 2018 but no longer have a medical card or social welfare payment in September 2019. This will mean your funding and fees will be different for the school year 2019/2020

## Fee Payment Policy

The centre relies on the weekly childcare fees to pay for monthly bills. Therefore Fees must be paid EVERY WEEK for 50 weeks of the year, including absences for holidays & sickness. The following fee payment policy applies:

- ❖ Fees must be paid on Monday of every week.
- ❖ If your child's fees are not paid for 2 weeks consecutively your child will lose their place in the centre unless a payment plan to clear the balance is put in place with the Centre Manager, Mr Tony Rock
- ❖ If the payment plan is not followed, your child will lose their place & will return to the waiting list until outstanding fees are paid & your child will remain on the waiting list until a place is available

- ❖ If there are continued and regular fees outstanding over a longer period your child will lose their place.
- ❖ Parents **MUST** pay their child's fee on **MONDAY of EVERY WEEK**
- ❖ Fees are paid into a fee envelope and placed into the fee box in the childcare corridor outside the Dolphin classroom
- ❖ A receipt will be issued to parents/guardians each week
- ❖ All cheques for subsidised fees are to be made payable to 'Ozanam House'
- ❖ If your child is absent through illness your weekly fee still applies and must be paid in the normal way

## Illness and Absence Policy

- Children registered under CCS: Absences of more than 4 weeks at any one time will result in your child losing their place and returning to the waiting list.
- Children registered under CCSP: Absences of more than 2 weeks at any one time will result in your child losing their place and returning to the waiting list
- In exceptional circumstances e.g. serious illness, Ozanam House may apply to Dublin City Childcare Committee to retain the child's place beyond four weeks and up to a MAXIMUM of six weeks.

## Holiday Policy

### Year round holidays

- If you are planning holidays please inform the centre at least one week in advance. During your holiday period normal fees STILL apply.
- Children registered under CCS: Holidays of more than 4 weeks at any one time will result in your child losing their place and returning to the waiting list.
- Children registered under CCSP: Holidays of more than 2 weeks at any one time will result in your child losing their place and returning to the waiting list.

### Summer Holidays

- Ozanam house staff will contact parents in April to establish planned holidays over the summer months. We ask that parents inform us of extended holidays well in advance of their departure date. This is to ensure the centre remains at full capacity during the summer months and that other children in the community can avail of the places in our service during this time.
- The Attendance Policy still applies during the summer months and includes any currently registered afterschool children taking part in the Ozanam House Summer Project.



## Settling In Policy:

It is the policy of this service that adequate time is given to each child to settle into their new school to make the experience as easy and pleasant as possible. Every child is different and will settle and adjust to their new school in their own time, it is important not to rush this process. The childcare worker and parents will agree a plan for your Child's first week, deciding together the best way to settle your child into their group.

We ask that parents co-operate with the childcare staff as much as possible to facilitate the settling in period, this will include the following:

- Each parent is encouraged to meet with their child's teacher before the child starts preschool so that the child can become familiar with the teacher, the environment and the other children.
- Getting to know your child is important for building the relationship. During the settling in period staff will discuss the child's interests with parents, as well as their likes, dislikes and any other information that the parents feel is important.
- On the first day the parent is encouraged to stay with the child until he or she feels comfortable in their new surroundings.
- Each parent is encouraged to spend as much time as necessary with their child during the settling in period, there is no time limit on this, parents are always welcome in the children's centre.
- It is important that a parent or guardian is available for their child's first week of preschool to help their child settle in. We respect that each child may need more or less time, however our settling-in policy aims to reassure and help each child to feel safe, secure and happy in their new surroundings.
- There is no pressure on the children to take part in any activities during the settling in period, sometimes children are happy to observe what is going on in their new environment, this can help them to feel reassured and develop an understanding about what their school is all about.
- A positive parent/teacher relationship can make a child feel safe and secure. Over the first few weeks it is important to keep the lines of communication open with the child's teacher in order to build a good trusting relationship. Please keep in mind that all staff/parent interaction will always have the best interests of the child as the main priority in any

situation. See our policy below 'Partnership with Parents' on how parents and staff can work together in our children's centre.

## Partnership with Parents:

The Childcare Centre Staff at Ozanam House Childcare Centre acknowledge and respect parents as the primary educators of their children. We are committed to being open, inclusive, welcoming, accepting and respectful of all parents using the service.

We do this by:

1. Encouraging parents to share information about their child with childcare staff on a daily basis e.g. did the child have a good night's sleep, was your child sick & did you have to give them medication, child's general form and mood
2. There will be photograph's displayed in classrooms and corridors of the children engaged in play activities and outings, parties, Breakfast Morning etc.
3. We encourage parents to attend organised parent/child activities and outings, parties throughout the year. If a parent is unable to attend we encourage other family members such as grandparents to attend.
4. We encourage parents to talk to childcare staff or the manager to discuss matters such as:
  - Their child's progress and overall development
  - Plan how parents and staff can work together to manage any difficult behaviour patterns which their child may be going through
  - Any changes which may have occurred in the home effecting the child
  - Suggestions parents may wish to share with us relating to our childcare practice
  - Feedback relating to the service being offered to your child
5. Once a month we hold a Parents/Guardians Breakfast morning. We invite all parents/guardians to attend to get to know each other and acquire information about what is happening in the centre and the wider community. This is a very casual gathering and there is no pressure on parents to attend. However, it is a lovely opportunity to get to know staff and parents and to have some 'You' time.

## Childcare Centre Access & Collection Policy

The childcare centre can be accessed through the childcare centre basement front door or the main front door of the resource centre. Please note if there is no answer from the bell at the basement entrance when you are coming to collect your child please enter the building from the main entrance.

### Drop off:

- All parents/guardians who are dropping children to the centre MUST bring their child to their class and make contact with their childcare worker; this is to ensure the safety of all children. Ozanam House is a very busy centre with over 500 service users entering the building each week.
- If you do not make contact with childcare staff and your child does not go directly to their class we may not be aware that your child has entered the building.

### Collection:

- When collecting children from the service parents/guardians must enter the building and make contact with their childcare worker.
- Children will not be permitted to leave our care unaccompanied. In addition children should not be collected by any person under the age of 16.
- Only persons named on the 'authorised to collect' list on your child's registration form will be permitted to collect your child, unless you inform staff otherwise in advance.  
**Note:** If there is someone who is named on the authorisation to collect list, on your child's registration form but it is their first time collecting your child, please ask them to access the building from the main entrance and report to the administrator in the front office. The administrator will then contact the childcare manager or your child's teacher to confirm the person is authorised to collect. We ask for your co-operation with us on this procedure to ensure the safety of all children within our care.
- In the event that you are unable to collect your child, and you are sending a friend or family member to collect your child on your behalf, you must phone the centre to inform the childcare manager or your child's teacher.
- If a person arrives who is not on the authorised to collect list we will immediately contact a parent/guardian to clarify if the person has permission to collect your child. If we cannot contact you your child will not be released until an authorised person can be contacted to collect your child.
- Only the parents/guardians can authorise a person to collect a child.
- The only time a parent/guardian will not be permitted to collect a child is if there is a court order stating the case.
- **Late collections:** Children should be collected on time. Regular late collections can be distressing for the child and interfere with staff breaks and finish times.

## Equality, Diversity & Inclusion Policy:

Ozanam House Childcare centre recognises the benefits of having children and families from a diverse community and backgrounds. Our Inclusion Policy is guided by the guidelines as set out in The Diversity, Equality and Inclusion Charter (DCYA, 2016). We work towards building and

maintaining an inclusive environment which promotes equality, values diversity and respects the rights and dignity of all. All members of the childcare centre as a whole have a part to play in maintaining an atmosphere of respect to all children and families, staff, volunteers and students. The children are supported to develop a positive identity and are supported to reach their full potential. We do this by reflecting on our practice and developing strategies to support all children to feel included and develop a sense of identity and belonging. We collaborate with other professionals and access support through government initiatives such as The Access & Inclusion Model (AIM).

All members of the centre are treated fairly and with dignity and respect regardless of their:

- Gender
- Family status
- Sexual Orientation
- Religious belief or lack of belief
- Disability or the nature of their disability
- Race, Colour, nationality or ethnic or national origin
- Membership of the Traveller Community

Staff work together to ensure that challenging issues are not ignored and are addressed in an open supportive manner to include all.

We encourage families to share their cultures with us so that we can celebrate with the children; this contributes to the child's sense of Wellbeing and Identity & Belonging while also showing all the children and parents in our centre that we respect and value everybody.

## **Curriculum Policy:**

In Ozanam House childcare centre our curriculum is emergent and play based.

### **What is an emergent curriculum?**

Children are exploring and discovering new interests all the time. The staff at Ozanam House Children's centre observes children during play and note what they are interested in or curious about. After taking note of the children's interests the teacher will plan learning activities through play that will aim to extend and promote the child's learning and development. The children normally respond to learning activities well and remain focused because it is based on something they are interested in, for example, if the children display an interest in 'Dinosaurs' the concepts of language, mathematics and literacy as well as social, emotional and physical development will be promoted using the theme of 'Dinosaurs'.

Emergent curriculums evolve with the child, responding to their needs and their interests. Interactions between adults and children support this holistic approach and support's children socially, emotionally, intellectually and physically.

Each child has a portfolio in their class with their observations and photos of them at work, during their daily play sessions. These portfolios are available for parents to view anytime they wish. Each class also has a group journal of photographs which display snapshots of the children's daily learning experiences as a group. These journals have written descriptions and links to the four themes of Aistear which are Well Being, Identity & Belonging, Communicating and Exploring and Thinking.



Our curriculum is linked to *Aistear: the Early Childhood Curriculum Framework* (2009) and *Siolta, The National Quality Framework for Early Childhood Education* (2006).



**Aistear: the Early Childhood Curriculum Framework** (2009) was published by the National Council of Curriculum and Early Assessment (NCCA). **Siolta, The National Quality Framework for Early Childhood Education** (2006) was also published by the (NCCA) as a quality framework guidance document to support early year's services in Ireland. Siolta supports the improvement and overall quality of early childhood settings for children and families.

The childcare staffs consider the four themes of Aistear when assessing the quality of play for your children and these following examples support them to ensure each child is being supported appropriately.

### The Four Themes of Aistear



**Well-being** - Children are confident, happy and healthy.

**Identity and Belonging** - Children have a positive sense of who they are, develop a sense of their culture and heritage and feel valued and respected as part of a family and community.

**Communicating** - Children share their experiences, thoughts, ideas and feelings with growing confidence and competence in a variety of ways and for different purposes. **Exploring and**

**Thinking** -

Children make sense of the things, places and people in their world. We encourage parents to get involved in parent and child activities in the centre and encourage parental involvement so we can work together to support each child's development and full potential.

# NUTRITION

## Health & Nutrition Policy:

It is the policy of Ozanam House childcare centre staff to promote healthy lifestyle through prevention of illness, encouraging the take-up and completion of immunisation programmes and developmental checks, and establishing healthy eating patterns with an emphasis on the social and enjoyable aspects of mealtimes.

The childcare centre will comply with all current legislation regarding food hygiene included in:

- The Child Care Act 1991
- Childcare Regulations 2016 **We do this by:**
- Providing opportunities for energetic play which encourages an active lifestyle for all children involved in Ozanam House Childcare Centre
- Ensuring all articles and substances are handled, stored and transported safely.
- Ensuring all staff have access to training in First Aid
- We use the Food Safety Authority of Ireland's Safe Catering Guide when preparing and serving all meals and snacks in the
- Food Safety Authority of Ireland food systems are operated when preparing and serving all meals and snacks in the centre

## Healthy Eating:

- In Ozanam House Childcare Centre we encourage children to eat a range of healthy foods at snack and dinner time. We promote healthy eating & lifestyle through prevention of illness. We encourage the children to establish healthy eating patterns and use meal times as a social and enjoyable aspect of our day.
- We provide a nutritious meal every day in all classes
- **Dolphin & Koala ECCE Class:** Healthy Morning snack is provided daily.
- **Meerkat preschool class:** A morning snack and hot nutritious meal are provided daily.
- **Afterschool:** Healthy afternoon snack are provided to children
- If you would like more information on the food provided please chat to your child's class teacher. Weekly menus are also displayed in each classroom.



## Outdoor Play & Outings Policy:

We feel that outdoor play is an important part of our daily routine and that children should go outdoors on a daily basis, regardless of the weather.

We also feel that the safety of the children is very important and due to this we have developed the following procedure for outings:

- Ratios - Adults : Preschool Children  
Local parks and outings: 1 adult : 4 Children  
Swimming and beach: 1 adult : 2 Children
- Ratios – Adults : Afterschool Children  
Local Parks, outings, swimming and the beach: 1 adult : 6 Children
- If we believe that any child has a particular need the required ratio may be 1:1
- We bring a first aid kit for any minor injuries which may occur and insure first aid boxes are fully stocked at all times.
- We bring the childcare centre mobile phone in case of an emergency
- Children wear yellow bibs for increased visibility
- On major outings children wear yellow bibs & have a sticker with the mobile phone number written on it
- When crossing the road children hold a staff members hand or go in pairs, there is a staff member in front, middle & end of the line to ensure safety when crossing the road
- Where possible, we aim to carry out a risk assessment of the venue prior to outing where we are visiting for the first time and are not familiar with the layout to ensure we are prepared
- When going to local parks we carry out a risk assessment shortly before taking the children to the park to ensure it is suitable and safe for the children to attend. Upon completion of the assessment we record our findings, date and sign them
- If we feel a venue is not suitable due to safety risks to the children an alternative venue will be arranged
- When going on trips, an outings form will be completed with details of all staff, adults and children going on the trip. On return, a record of any accidents/incidents that may have occurred and who returned will be completed. This form will be signed by staff and management and stored in the office.
- Consent from parents for their children to attend outings outside the centre ie/local park or major outings where a bus is required is sought through our registration form
- Staff members have printed lists stating the child's name, parent/guardian contact details, allergies, medication requirements
- Parents are informed of outings before they take place with details such as destination, time leaving the service, expected return times, method of travel
- Photograph consent is obtained from parents in our registration forms. Staff members take photographs of the children using a childcare centre camera. **We ask parents not to take photographs using personal mobile phones or camera's and we are happy to print and share photographs with parents once we have obtained permission from the other parents**
- All staff are aware of the specific children they are responsible for on outings and the childcare workers take responsibility for regular head counts at key stages such as (leaving childcare centre, at regular intervals during the outing, leaving venue) to ensure the children are safe at all times
- We are insured by Alliance Plc

- Transport ie/private buses are fitted with operating seat belts and children are fitted with seat belt's which are securely fastened before the bus leaves and at all times when the bus is in motion.
- Parents are asked to provide healthy packed lunches in cool boxes
- Children must be dressed in weather appropriate clothing with suitable jackets
- If a child has been sick within 24 hours prior to the outing and or require medication we ask that the child does not attend the outing



## Behaviour Management Policy:

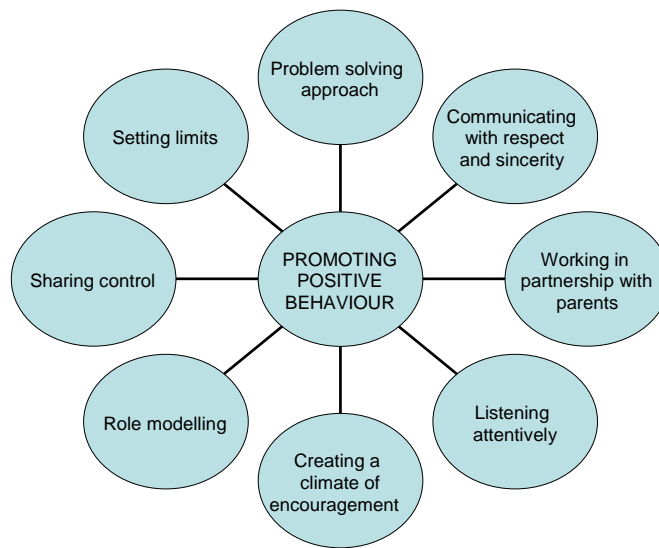
### **Pre School Regulations. 2016 Part V, Article 2.**

*“A registered provider shall ensure that no corporal punishment is inflicted on a pre-school child whilst attending the service. “A registered provider shall ensure that no practices that are disrespectful, degrading, exploitive, intimidating, emotionally or physically harmful or neglectful are carried out in respect of a pre-school child whilst attending the service”*

*(a) “Supports positive behaviour by the pre-school children attending the service and assisting the child to manage his or her behaviour as appropriate to the age and stage of development of the child;”*

### **How we assist the child in managing his/her own behaviour by:**

- Praising the behaviour rather than the child.
- Encouraging and building self-esteem
- Setting limits according to the child's age and stage of development
- Using play and games with rules to help the child learn and understand boundaries.
- Adults leading by example as children imitate behaviour.
- Avoiding isolation and humiliation of children.
- Being consistent with behaviour management.
- Clarifying expectations and rules of behaviour.
- Reinforcing positive behaviour at all times ie/displaying art work, listening to the child and responding to their needs, showing interest etc.



Staff use positive methods of discipline, which encourage self-control, self-direction, self-esteem and co-operation. This approach is with a specific focus on 'problem solving' and supporting the children to develop these skills.

**We promote positive behaviour by encouraging a Problem solving approach, we do this by:**

- Seeing these as opportunities for learning and problem solving.
- Encouraging everyone to find solutions and to deal with problems within their capacity. We authentically engage with children rather than managing them. □ Approaching calmly and stop any hurtful actions □ Acknowledging feelings.
- Gathering information – don't judge.
- Restating the problem.
- Asking for ideas and solutions.
- Being prepared to give follow up support.

When conflict arises, we follow a **Restorative Practice** approach in the centre. Restorative practice is a philosophy based on respect for others and a system that supports good relationships, problemsolving and conflict resolution and is based around 6 simple questions:

- What happened?
- What were you thinking of at the time?
- What have you thought about since?
- Who has been affected and in what way?
- What would you have done differently?
- What do you think needs to happen next?

**It is not appropriate to use the following as a means of correcting the child:**

- Any form of physical harm or restraint.
- Mental or emotional punishment such as humiliating isolating or threatening a child.
- Depriving a child of meals or snacks.
- Shouting, or using inappropriate language.
- Using excessive force.



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## **Child Safeguarding Statement & Policy:**

In Ozanam House we are committed to protecting children and safeguarding their welfare at all times. Ozanam House adheres to Children First: National Guidelines for Child Protection and Welfare 2011 in our duty to care to protect children. This practice is also in conjunction with the SVP National Safeguarding Children & Vulnerable Adults Policy 2013 which is available on the website [www.svp.ie](http://www.svp.ie). We recognise the right of children to be protected from harm, treated with respect, listened to and have their views taken into consideration in matters that affect them.

### **What is a safeguarding children & vulnerable adults policy?**

This policy is a statement of our commitment to keep all children and vulnerable adults safe while they are in Ozanam House

### **Our safeguarding children & vulnerable adults policy includes:**

- A code of conduct for management, employees, students and volunteers
- A safe recruitment policy
- Procedures for reporting concerns to the Child and Family Agency , An Garda Síochána or other relevant agency
- A Designated Liaison Person/s (DLP) in Ozanam House who deal with any child or vulnerable adult protection issues
- Procedures for dealing with allegations against staff or volunteers
- Complaints procedure
- An accidents and incidents reporting policy

Management, staff, volunteers and students in this service recognise that the welfare of children is paramount and our service will endeavour to safeguard children further by:

- Having a confidentiality policy
- Having procedures for managing/supervising employees, students and volunteers
- Holding quarterly DLP meetings to ensure we maintain best practice in this area
- Providing adequate Induction training to all staff, volunteers, students and members of the board of management
- Providing distinct Child Protection Training to all staff, volunteers, students and members of the board of management
- Providing supervision and support for staff and volunteers in contact with children
- Ensuring this policy is shared with parents on enrolment in our service
- Reviewing this policy each time an incident is reported or every 2 years by the Childcare manager, Centre manger and in consultation with the Board of Management
- Working with and co-operating with relevant statutory agencies as required

## Role of the Designated Liaison Person

To act as a resource for anyone in the Centre who has a concern about any aspect of child or vulnerable adult protection.

To establish reasonable grounds for concern about individual incidents and refer to the Statutory Authorities (or suggest what other steps might be appropriate).

### Definitions of Abuse:

Child abuse may be categorised into four different types: neglect, emotional abuse, physical abuse, and sexual abuse. A child may be subjected to one or more forms of abuse at any given time.

**Neglect** can be defined in terms of an omission, where the child suffers significant harm or impairment of development by being deprived of food, clothing, warmth, hygiene, intellectual stimulation, supervision and safety, attachment to and affection from adults, medical care.

**Emotional abuse** is normally found in the relationship between a care-giver and a child rather than in a specific event or pattern of events. It occurs when a child's need for affection, approval, consistency and security are not met.

**Physical abuse** is any form of non-accidental injury or injury which results from wilful or neglectful behaviour to protect.

**Sexual abuse** occurs when a child is used by another person for his or her gratification or sexual arousal or for that of others.

If anyone suspects child abuse or has concerns for the welfare of any child or vulnerable adult attending Ozanam House they *must*:

- Contact the Designated Liaison Person in the Centre **immediately**. At present this is:  
DLP Tony Rock Centre Manager [tony@ozanamhouse.ie](mailto:tony@ozanamhouse.ie) / 8742804  
Assistant DLP - Denise Hogan Childcare Manager [childcare@ozanamhouse.ie](mailto:childcare@ozanamhouse.ie) / 8742804
- They will deal with the incident in an appropriate manner
- Please read our DLP FAQ's sheet for more info.

## ICT (Computers)Policy:

The childcare staff at Ozanam House use ICT (Computers) equipment in the form of 2 Laptops and a tablet, one device per room. We believe these items will be a great asset to the classrooms for expanding on learning activities and helping with homework. However, because we have access to the internet on these devices we must seek parental permission to use them in class during the registration process.

We assure parents that:

- **Children will be supervised at all times during ICT use**
- **Children's photographs will only be used within the setting and in their learning journals** □

**All use of ICT equipment will be used to support learning within the setting.**

## **Photographs and Recordings Policy:**

Ozanam House Childcare Centre and the Society of Saint Vincent de Paul recognises that publicity and pictures of children, young people and adults engaging in activities in the centre and in our service are essential to promote the work of the centre and the Society. However all people carrying out the work of SVP abide by the following:

- We ensure parents, guardians or carers of children, young people and adults have granted their consent for the taking and publication of photographic material □ All children, young people and adults must be appropriately dressed.
- Photography or recordings will focus on the activity rather than the child, young person or adult and personal details which might place the photographed person at risk, such as their exact address or other identifying details should never be revealed.
- Where possible photographs and recordings should reflect the diverse range of children, young people and adults participating in the centre.
- Anyone taking photographs or recordings at SVP events must have a valid reason for doing so and seek the permission of the person in charge.
- If the photographer is external or a parent / guardian or carer they must sign the attendance register outside the front office

## **Data Protection & Privacy Policy**

### **Purpose of Policy**

Ozanam House and the Society of Saint Vincent de Paul are committed to ensuring that all service user information is managed in line with accepted good practice and relevant General Data Protection Regulation and legislation. This policy ensures that the confidentiality of people using the services of the organisation is protected in a consistent and appropriate manner. It also provides staff, volunteers and students with the organisation's understanding of confidentiality and clear guidelines regarding handling and disclosure of information.

### **Roles and Responsibilities**

Management is responsible for ensuring all staff, volunteers and students are aware of this policy, receive training as necessary, and sign to confirm they have read, understood and agree to be bound by the confidentiality policy.



Co-ordinators are responsible for ensuring that service users are aware of this policy, and also for sharing of information with third parties as appropriate.

### **Gathering and Storing Information**

Ozanam House (SVP) has responsibilities under the Data Protection Acts and accordingly, follows data protection rules as follows:

- Obtain the information fairly with the knowledge and consent of the person concerned, and using agreed programme templates. Service users have the right to know the reason information is required, and who will have access to the information
- Keep it only for specified and lawful purposes
- Process information in line with purposes for which it was given
- Keep information safe and secure in line with the guidelines set out in the Data Protection Act and good practice in this area.
- Keep information accurate and up-to-date
- Ensure information retained is adequate, relevant and not excessive
- Retain it no longer than is necessary for specified purposes
- Give a copy of his/her personal data to any individual on request in writing to the Board of Management.

### **General Guidelines**

- Confidentiality can never be absolute and therefore absolute confidentiality can never be guaranteed.
- Service users should be made aware of the Ozanam House confidentiality and data protection policy.
- Confidentiality is between the service user and Ozanam House and not between the service user and any particular member of staff. However, information is only shared on a need to know basis.
- All service users have the right to have a copy of any information held regarding them by Ozanam House (SVP) with the proviso that, where certain information identifies other people to whom the organisation owes a duty of confidentiality, such information will be redacted.
- Consent to share information should initially be given in writing, and thereafter may be given verbally. Service users have the right to withdraw consent for the sharing of information at any time, except where Ozanam House is obliged to share information.
- Any information of a confidential nature will only be emailed where these emails are encrypted or password protected.
- All paper files should be kept in a locked filing cabinet with the key held only by relevant personnel.
- Computer files should be password protected with the password known only by relevant personnel.

### **Limits to Confidentiality**

- Decisions to share confidential information where no valid consent exists will, in all cases, be decided by the assigned Designated Liaison Personnel - currently, Tony Rock, the centre manager, and in his absence the deputy DLP Denise Hogan, childcare manager. In accordance with the Society of Saint Vincent de Paul Safeguarding Children and Vulnerable Adults policy, any concerns that staff and volunteers have, will be brought to their attention.
- Confidential information may be shared with an external third party without service user consent when:
  - The service user discloses information which reveals a substantial risk of harm to self or others
  - There is a suspicion or risk of harm to children
  - There is a court or tribunal order, or as otherwise required by law
  - In circumstances set out in the Data Protection Act, 1988
- Protocols and procedures outlined in the SVP Safeguarding Children and Vulnerable Adults policy will be followed in disclosing confidential information where no consent exists. It is also best practice to inform the service user of the decision to share information where possible.

### **Sharing Information with External Third Parties**

- Ozanam House (SVP) may be approached by third parties requesting information about service users. Examples of such approaches might include requests from social workers, and other community or statutory services / organisations working to support service users (particularly in the case of integrated services). Requests may also come from families of service users. In such cases, consent must be confirmed with the service user before any information is shared and all information shared will be on a need to know basis.
- Any and all requests for sharing of information about service users with third parties must be brought to the attention of the programme co-ordinator in advance, who will then be responsible for liaison with third parties, following consultation with the Manager and Designated Liaison Person where appropriate.
- Staff from time to time, in the normal course of their work, may take on an advocacy support role with service users and will need to share information with external third parties to advocate on behalf of the service user. This must be done in line with procedures outlined above.
- Any requests for service user involvement in research, evaluation, or data collection purposes must include clear guidelines on confidentiality. It must include consent from those involved and pay heed to good ethics and practice.

## **Health & Safety Statement & Policy:**

**S**ociety of Saint Vincent de Paul (SVP) and Ozanam House Childcare Centre, recognises that excellence in Occupational Health and Safety performance is consistent with Society's objectives and targets and is essential to our continued success.

**O**ur objective is to meet and exceed the Safety, Health and Welfare at Work Act 2005, and all applicable Occupational Health and Safety legislation and Society's requirements.

**S**ound Occupational Health and Safety (OHS) is an integral part of our Charity business and systems. Through our Community work and Operational Plans we will set and review our annual Health and Safety objectives and targets. Management will endeavour to achieve these objectives by providing adequate training, managing proper emergency planning, facilitating safety consultation, provision of safe systems of working and reasonably safety conscious (competent) staff.

Safe working is a condition of employment and every employee, volunteer and contractor at SVP Ozanam House must assume responsibility for working safely. All staff, volunteers and students therefore read our Safety Statement and Risk Assessments carefully to understand their role and the overall arrangements for environmental, health and safety within the Centre here in Ozanam House and within the broader community of the Society of Saint Vincent de Paul. The Statement and Risk Assessments will be communicated to all employees and volunteers each year. They will be reviewed in the light of experience and developments and amended accordingly at the earliest opportunity. Staff and others are encouraged to put forward suggestions for improvement to the statement. The success of this policy will depend on the co-operation of everyone who works in and visits the centre.

We continuously endeavour to promote a safe environment. To help us achieve this we:

- Have a Health and Safety Committee who meet quarterly to review all areas
- Keep spaces clear
- Ensure that the gates to the children's centre are kept locked
- Ensure that all cords and cables are kept out of harm's way and that all work and activity spaces are clear and safe at all times
- Do not obstruct emergency exits
- Walk, do not run
- Report any hazards to management and/or staff

## **Risk Management Policy:**

Our Health & Safety Committee under take risk assessments on an annual basis regarding the physical environment which is presented to our Board of Management and is signed by board members. Steps are then taken to eliminate any risks identified where appropriate. We also carry out quarterly DLP meetings to identify risks in relation to child protection and to monitor internal systems and revise these systems.



## Fire Procedure:

It is important for us to ensure that children are familiar with what to do in the case of an emergency. Ozanam House Childcare Centre therefore hold a fire drill every month. The Fire Procedure notice is located on each hallway and landing throughout Ozanam House. It is the responsibility of each person in the house to be aware and familiar with the following procedure in place in the centre:

1. **When the fire alarm sounds, ask the children in a calm manner to form a line without delay**
2. **The children must be counted before leaving the classroom**
3. **The childcare worker must take the role book and check the room before leaving**
4. **Lead by the childcare worker in charge of the room, leave the building by the identified fire exit and proceed directly to **the assembly point****
5. **The Childcare Manager will check the premises and then leave the premises last**
6. **Once outside stay outside**
7. **The role call is taken immediately by the staff member in charge of each room.**
8. **ASSEMBLY POINT - Grenville Street Remain there until otherwise instructed**



## First Aid:

1. All full time staff are fully trained and have received their Occupational First Aid Certificate. All accidents are reported to the childcare office where first aid will be carried out if necessary.
2. There is a trained First Aid Responder available to children at all times.
3. All non-emergency first aid will be carried out in the childcare office which acts as a first aid room in the childcare centre.
4. If your child receives non-emergency First Aid we will discuss the details with you when you collect your child. Parent's will be contacted immediately in more serious situations.
5. Please note that First aid boxes can be found at the following locations:  
Childcare Kitchen, Dolphin Classroom, Meerkat Classroom and Koala Classroom
6. Staff will deal with minor accidents on the premises; each class has their own accident/incident report book. All accidents/incidents will be recorded and reported to management for review by our health and safety committee.
7. Staff will present any accident/incident reports regarding their child to parents who must sign the accident/incident report. They will then be given a copy of the report to take home.

In the event of a serious Accident/Emergency:

- Emergency services will be contacted immediately
- The childcare worker or Manager will contact parent/guardian
- The childcare worker & manager will accompany the child to A & E and remain with them until the parent/guardian arrives
- A mobile phone will be brought and contact maintained with the centre.
- Medical information on file about the child will be brought to the hospital and handed over to medical personnel dealing with the child.

If parent/guardian is not contactable prior to leaving for A & E, a designated staff member will continue efforts to make contact. Should the parent/guardian be un-contactable the next person on the child's registration form will be contacted and informed of the situation.



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## **Infection Control Policy:**

- A child who has been sick during the night should not attend the Children's Centre the following day
- Children with infectious diseases should not attend the service. This helps to reduce the spread of infection.
- A notice informing all parents of an infectious disease outbreak/incidence will be displayed in a prominent place and all parents will be informed verbally.
- If a child contracts an infectious disease/virus, it is important for the parent to inform the childcare staff as soon as possible(see list below)
- In the case of vomiting, diarrhoea or other symptoms of illness the parent/guardian will be contacted and requested to collect the child. On failing to contact the parent/guardian the emergency contact person named on the child's registration form will be contacted. Children with vomiting and diarrhoea or other contagious illness should remain home for 48 hours after the symptoms have stopped.
- Children who are on anti-biotics may not attend the centre for the first 2 days of their medication

## **Anti-Febrile Medicine Administration Policy:**

- According to the HSE guidelines (HSE.ie) a normal temperature is between 36 and 36.8°C (96.8 and 98.24°F). If a child develops a temperature of 38°C (100.4°F) or above this is classed as a fever and the child is at risk of having a febrile seizure. To reduce the risk of this

happening we will administer medicine if a child's temperature is between 36.8°C and 38°C (100.4°F). Therefore in the case that a child presents with a high temperature outside the normal range, the following procedures will take place

**Child's temperature will be taken**

- **If it exceeds what is considered the normal range of 36 – 36.8 parents/guardians will be contacted to collect the child immediately**
- **In the event that a parent/guardian cannot be contacted or cannot collect their child immediately, staff will administer the following medication**
  - **Appropriate dose of Calpol**
    - **Children 2 – 4 years receive 7.5ml (5ml + 2.5ml)**
    - **Children 4-6 years receive 10ml (5ml + 5ml)**

**Staff will leave at least 4 hours between doses (these guidelines are taken from Calpol.ie)**

- **Excess clothing will be removed in an attempt to aid the reduction in temperature**
- **The child will be offered a cool drink and made as comfortable as possible**
- **Temperature will be taken every 15 minutes after medication is given until the child is collected by a parent or guardian.**
- **In the event that the temperature reaches or exceeds 40.5°C a Doctor will be contacted and staff will act on the advice of the medical professional**
- **Ongoing attempts will be made to contact parents/guardians**

**Medication administered at home:**

At Ozanam House childcare centre we ask parents to inform staff if they have administered medicine to their child before entering our centre. You must inform the staff of the type of medicine, the time medicine was administered and the amount that was given. This is to avoid over administering medication to your child in the event that they develop a high temperature while in our care. An agreement from parents stating that they will co-operate with staff regarding this policy must be signed during registration.

**Head Lice:**

Head lice can be a very common problem within childcare services. If head lice are noticed on your child's head their teacher will contact you and offer advice on actions which may treat & get rid of the lice. Information will be distributed to all parents with advice on treatment. All parents will be requested to check their child's head. Should the child remain untreated and the situation persists, the parent may be asked to remove the child from the centre until the head lice are cleared from his/her child's head in the interest of all the children in our care.

**The following is a list of infectious illnesses and the minimum period a child suffering from these illnesses will be asked not to come to the centre.**

<b>Disease</b>	<b>Normal incubation period</b>	<b>Capable of passing disease on</b>	<b>Minimal period of exclusion</b>	<b>Treatment of contacts</b>
Whooping cough	6 – 20 days	Highly infectious in early stages before cough. If antibiotic treatment given period of infectiousness decreases 5 days after onset of therapy	5 days from onset of treatment	None
Influenza	1 – 5 days	Flu is most infectious just before and at the onset of symptoms	Until recovered	None
Vomiting	Depending on organism	Whilst symptomatic	Until diarrhea and vomiting has settled. (Neither for previous 48hrs.)	None
Salmonella	6 72 hours	Variable	Until diarrhea & vomiting has settled. (Neither for 48 hours). Where child under 5 or has difficulty with personal hygiene, advice should be sought from the hospital	None
Impetigo	1 – 3 days 4 – 10 days	Whilst lesions are draining	Until lesions are crusted and healed. Antibiotic treatment may speed healing	None
Ringworm of the body	4-10 days	While lesions are present	None	None
Chickenpox	14-21 days	1 day before & 6 days after the 1 <sup>st</sup> appearance of the rash	5 days from the onset of the rash	Avoid contact with newborns & pregnant women
Conjunctivitis	1-3 days	While eye is discharging	Until the eye returns to normal	Child is most infectious before diagnosis is made
German Measles (Rubella)	14-21 days	From 4 days to 1 week after onset of rash	5 days from onset of rash	Non
Mumps	12-25 days (commonly 18 days)	6 days before onset of symptoms to approx. 5 days after onset of swollen glands	5 days from onset of swollen glands	None
Meningococcal Meningitis/Septicemia	2-10 days (commonly	Whilst organism is present in the nasopharynx	Doctor or hospital will give advice on action	Siblings & close

	2-5 days)		required	contacts of child do not need to be excluded from Creche
Meningitis not due to Meningococcal infection	Varies	Depends on organism	None	None
Measles	10-15 days	Approx. 4 days from onset of rash	5 days from onset of rash	Vulnerable children to go to GP



## Prescribed Medication Administration Policy:

Medication will only be administered in cases of emergency where a child has a specific medical condition.

All medication requirements must be agreed with management and in consultation with the Board of Management during the registration process of any child.

There will be an agreed procedure put in place with parents, management and the Board of Management and consent forms must be signed by parents before any medication can be administered.

No childcare staff member is authorised to administer medication without training and guidance from management or the Board of Management.

A childcare staff member has the right to refuse to be added to the list of staff authorised to administer medication.

In addition:

- Prescribed medication for acute medical conditions will only be administered after authorisation has been sought from the Board of Management with the guidance of the childcare manager.
- Parent/guardian must fill in a medication registration form, which is also signed by two members of the relevant childcare team.
- Medication includes medicines for conditions such as diabetes, asthma and other longterm illnesses/conditions.
- All medicines will be kept in a locked cabinet

### Medication administered at home:

At Ozanam House childcare centre we ask parents to inform staff if they have administered medicine to their child before entering our centre. You must inform the staff of the type of medicine, the time medicine was administered and the amount that was given. This is to avoid over administering medication to your child in the event that they develop a high temperature while in our care. An agreement from parents stating that they will co-operate with staff regarding this policy must be signed during registration.





## **Comments & Complaints Procedures:**

Ozanam House Childcare Centre staff welcome children's and parent's views in the development of the service. It is our policy to give prompt attention and courteous response to any suggestions, comments or complaints thereby ensuring the development of a high quality childcare service that meets the needs of children and parents. Information on these procedures will be made available to all staff and parents.

An early opportunity to highlight issues can prevent problems arising and if this should happen the following procedures are followed:

### **Comments Procedures**

1. If you have a concern or issue you would like to voice with us, a comment can be made verbally or in writing to the childcare worker who works with your child
2. The childcare worker will discuss your comments with the childcare manager and the childcare manager will contact you and organise a time that is suitable for you to meet and discuss further.
3. If a satisfactory response is not received within a reasonable time, the complaints procedure outlined below should be followed.

### **Complaints Procedure**

1. If a parent wished to make a complaint they should contact the Children's Centre Manager to discuss the matter and hopefully, resolve the matter.
2. Should a parent still feel the matter is unresolved then the complaint must be put in writing to the Resource Centre Manager, Tony Rock
3. A written acknowledgement of the complaint will be sent as soon as possible.
4. A meeting will be scheduled within 10 working days to discuss the matter further
5. If a complaint is related to the behaviour of a member of the staff, volunteer or student on placement, that person will be informed that a formal complaint has been made and be given the full details of the complaint. (in line with the SVP HR Grievance & Disciplinary Procedures and the natural course of justice in this regard).
6. If the matter still remains unresolved following a meeting with the centre manager, the parent/ guardian can then raise the matter in writing with the Chairperson of the Board of Management who will aim to seek a resolution as soon as possible.

In Ozanam House we use a process called Restorative Practice to help solve conflicts as they arise.

Restorative Practice is a philosophy based on respect for others and a system that supports good relationships, problem-solving and conflict resolution.

The essential restorative tools are:

- Restorative conversations-conversations in which we express feelings and promote empathy between people
- Restorative Meetings-one-to-one or small group meetings convened and facilitated to resolve conflict and grievance

We respond to grievance and complaints by asking the following questions:

- What happened?
- What were you thinking of at the time?
- What have you thought about since?
- Who has been affected and in what way?
- What would you have done differently?
- What do you think needs to happen next?

All comments and complaints will be dealt with in this way and with the highest of confidentiality, impartiality, sensitivity and within a timely manner.

## **Staff Recruitment Policy:**

Ozanam House childcare centre follow the Human Resources guidelines of the Society of St Vincent De Paul in relation to the recruitment of Childcare staff within the children's centre see [www.svp.ie](http://www.svp.ie).

All staff recruited as childcare workers have qualifications as required by the guidelines set out in the revised Early Years Services Regulations 2016. All staff are Garda vetted prior to commencing employment in line with the guidelines set out by the National Vetting Bureau (Children And Vulnerable Persons) Act 2012.

New staff receive induction training to introduce them to the service and train them in our policies and procedures. All new and existing staff members engage in Child Protection and First Aid training as required in their role as childcare worker within the centre. They are mentored in their role on an ongoing basis and receive one to one supervision with the childcare manager to support them in their work.

In the case where a staff member is absent on annual leave or sick leave, the management in the childcare centre maintain a sufficiently qualified and experienced relief panel of childcare workers to cover staff absence. The above recruitment procedure is followed in relation to members on the relief panel also. The relief panel childcare staff are familiar with the children and the setting to

support the children and maintain continuity of care for them during any absence of a staff member. The childcare manager is also available during these times to support the care of the children.