

The Marian Centre



After School Policies and Procedures

Parents are encouraged to refer to the full document of comprehensive Policies and Procedures which are available in the service upon request

Address: Ravenswell Primary School, Dublin Road, Bray, Co Wicklow
Phone Number: 01 2861082
Email: mpshwc@eircom.net
Manager: Olive McLoughlin

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1. STATEMENT OF PURPOSE AND FUNCTION

Mission Statement and Ethos:

The Marian Centre is committed to promoting the development of children and their families to realise their full potential in a safe and caring environment.

Vision Statement

A Community where each child is cherished and has the opportunity to reach its unique and full potential.

Aims

To provide the highest possible standard of child care services, by helping the children to develop cognitively, socially, emotionally and physically, at their own pace, with loving care and support.

To provide ongoing support and encouragement for parents and families.

KEY INFORMATION:

Opening Hours:	1:30pm-5pm
No of Weeks per year opened:	38
Capacity:	22
Age Range:	4 years to 12 years
Ratios:	1:11
Programme of Activities:	Homework Support, Board Games, Art, Books, Imaginary Play, Outdoor Play, Outings
Address:	Ravenswell Primary School, Dublin Road, Bray, Co Wicklow
Phone Number:	01 2861082 / 089-2014739
Email:	mpshwc@eircom.net

Key Personnel: In-House

Manager (Person in charge):	Lisa Kearns
Team Leader	Olive McLoughlin
Designated Liaison Person:	Lisa Kearns
Deputy Designated Liaison Person:	Olive McLoughlin
Key Workers	

Type of Service:

The purpose of this Service is to provide an After School facility for children aged 4 years to 12 years. We open 38 weeks per year and daily from 1:30pm-5pm, Monday to Friday. We have capacity to cater for 22 children at any one time and our ratios are listed in the table.

This service is a community-based facility operated by a Board of Directors.

We provide a range of activities including: Homework Support, Board Games, Art, Books, Imaginary Play, Outdoor Play, Outings, Workshops

Range of Services and Facilities:

Our service:

- We are open 38 weeks per year
- We will close in July and August, for 1 week at Halloween, 2 weeks at Christmas, mid-term in February and 2 weeks at Easter.
- We are offering the following funding schemes: NCS, CCSP

Our Facilities include:

- Large fully fenced, well-equipped outdoor
- Playground with safety surface
- 1 large, bright, spacious room
- Healthy and nutritious food provide by the Service
- Trained staff
- After School
- Homework Support
- Annual Outing
- Camps at Mid Term

Fees:

Parents/guardians are required to sign a Parent Agreement regarding fee payment:

- Fees must be paid weekly.
- Fees must be paid by bank transfer or cash.
- Receipts will be issued, if requested.

Reviewing Fees:

- Fees are reviewed annually by the management.
- Parents/guardians will be informed by giving six months' notice of any increase in fees.

- Any Increase in fees will be related to the cost of living increases and/or exceptional cost circumstances.

Payments in relation to Holidays or Illness of the Child/Children:

- Parents/guardians will be required to pay for any days/weeks that their child/children do not attend the service
- In the case of a long term, medically certified illness of a child, parents/guardians are advised to keep in contact with the Manager on a regular basis. Further arrangements will be discussed with the Parent/Guardian.
- There will be no fees charged when the service is on Holidays. These dates of will be circulated directly to parents/guardians and posted on the parent's notice board well in advance of these closure periods.
- There are no fees for Public/Bank Holidays.

Closure in Exceptional Circumstances:

In event of the closure of the service in exceptional circumstances, that is beyond the control of the Management, i.e. adverse weather conditions, the following will apply:

- If the service is open during adverse weather and your child does not attend the full fee will be payable.
- No fees are payable.

Late Collection of Child/Children from the After School

Two members of staff are required to be with the child/children in the case of a late collection.

- Parents/guardians are advised to keep within their agreed time for collection of their child/children. We require that all children be collected at the designated time in order that the service may follow health and safety practices to ensure that the service may close safely and on time.
- Please see the Collections and Arrivals Policy and Procedure.

Withdrawal of Children:

Parents/guardians sign up to agree in the Parents/guardians Fee Agreement Form that they will:

- Give notice in writing that the child/children are deregistering from the service.
- Give one months' notice or pay one month of fees.
- Management also reserves the right to request that the Parent/Guardian withdraw their child/children from the service if they are not 'settling in' or adapting to the environment. Management agrees to give one months' notice of this to the Parent/Guardian to allow adequate time for alternative or more suitable care arrangements to be made for the child.

In very rare circumstances we will have no option but to terminate the child's place. This, however, will be a last resort, following a detailed risk assessment and discussion with the parents/guardians. We will always endeavour to resolve any issues in a professional, practical manner and with the highest respect for child and family.

Non-Payment of Fees:

- Non-payment of fees may result in loss of placement.
- A repeated failure to pay fees may result in suspension or withdrawal of your child's place until the matter is resolved.
- Any delays in payments must be discussed in advance and agreed with management.

2. DROPPING OFF AND COLLECTION OF CHILDREN

The well-being, safety and security of all the children in the service is our main concern. An accurate record is kept of all children in the Service including any absences, arrivals and departures and to ensure that all children leave the premises with either their main carers or the adults who are authorised to collect them.

Before any child starts the Service the parent/guardian/carer is required to provide the names and contact details of all people authorised to collect their child on their registration form. Only persons aged 16 years and upwards may be named on the registration form and will be permitted to collect the child.

If the named person/s cannot collect the child they are responsible for, the parent/guardian/carer must inform staff of the person, over 16 years of age, who will

be collecting the child and give consent in writing where possible, with a clear description and contact details including address and telephone number of the responsible person.

In the instance of an unknown /unnamed adult coming to the service to collect a child, they will be requested to wait at a point outside the service until contact is made with the child's main carer/parent or guardian. On no account will a child be permitted to leave the premises with an unauthorised person.

Attendance:

It is essential to the efficient running of our service that parents/guardians inform us if their child is unable to attend the service and follow up with a telephone call to inform management when the child will be returning. A register of the times and days that children attend is kept.

Late Collection of Children:

We understand that sometimes a parent/guardian is unavoidably delayed when coming to collect their child. Parents/guardians in this situation must contact the Manager to say that they will be late and arrange with staff will be instructed accordingly. Children are only released from the service to individuals named by the parent. Photo ID will be required to be shown by any persons not on the authorised collection list but named by the parent/guardian to be authorised to collect.

Early Collection of Children:

We ask that parents/guardians to let us know if they or their nominated person will be picking up their child early so that we can have the child ready and minimise disruption to the rest of the group.

Where a child is not collected:

In the event that child is not collected from the service after the expiration of 10 minutes following the appointed time, the Management will contact the parents/guardians by telephone to ascertain when they will be arriving at the Service to pick up their child. Management will then make arrangements with the parent in relation to collection.

In the event that Management is unable to contact the parents/guardians by telephone, a text message will be sent to the parent or guardian. If no response is received to this text message within 5 (five) minutes Management will contact the parent/guardian's emergency collection person identified to the Service to make arrangements for the emergency person to collect the child from the Service.

Where Management is unable to make contact with parents/guardians or the specified emergency person after the expiration of two hours after the appointed collection time if there is no contact from parents/guardians or emergency person the Management will notify TUSLA and An Garda Síochána of the position in case an emergency has arisen.

Separated and Divorced Parents:

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

- We cannot refuse either parent to collect their child unless a court order is in place. However, we reserve the right to seek clarification of identity when one parent has not had any prior contact with the service, or the contract has been with one parent only and a second parent makes unexpected contact. This is usually in circumstances where a separation is happening.
- We ask that parents give us information on any person that **does not** have legal access to the child.
- Where custody of a child is granted to one parent, we would ask parents to clarify the circumstances with us. This information will remain strictly confidential and will only be made known to the relevant staff. If there are any legal documents i.e. custody order, barring order, supervised access only etc, we would ask parents to provide us with a copy of the relevant documents to keep on file

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 premises.

- If the parent who has been denied access becomes threatening or violent and insists on removing the child from the service, this will be viewed as trespassing. The service will in this event contact the Local Garda immediately.

By law, an unmarried mother is the automatic guardian of a child born outside of marriage. In some circumstances, unmarried fathers have automatic access. The service should be informed about access rights. Unmarried fathers will automatically become guardians of their children if they meet a cohabitation requirement. An unmarried father who cohabits for 12 months with the child's mother, including 3 months following a child's birth, will automatically become the child's guardian. This provision is not retrospective, so guardianship will only be acquired automatically where the parents live together for at least 12 months after 18 January 2016.

If a parent/guardian or the nominated person arrives in an unfit state:

Parents/guardians/nominated Persons should be in a fit state to collect and care for their children. If a parent/guardian/nominated person arrives in an 'unfit' state, for example, under the influence of alcohol or drugs, the senior member of staff on duty will contact the other parent or nominated person as listed on the child's registration form (depending on authorisations and circumstances) or will contact the duty social worker or the Gardaí. The child's welfare and safety will always come first.

3. MEDICATION MANAGEMENT

To facilitate promotion of health and wellbeing and, to promote an inclusive and safe setting, we work in consultation with parents to ensure the safe administration of medication

We do not routinely administer non-prescription/prescription medications. We only administer medicines with the correct signed permission.

Only named authorised persons will administer medicines.

Where a child or children attending the Service have specific medical conditions which require specialised treatment or administration of medication it is the policy of the Service that key staff will be trained specifically in relation to such treatments and administration of medications pertaining to same.

Medicines must only be brought into the service for administration by the staff when it is essential. This means where it would be detrimental to the child's health if it were not to be administered.

Care Plans:

Where an individual care plan has been drawn up in respect of a child attending the Service, key and relevant staff will receive additional training where necessary in respect of such care plans. Such staff will be aware and inducted on how to implement the instructions contained in the care plan, the medical condition(s) to which it refers, the method of administration of medication referred to.

4. BEHAVIOUR

We work with the children to ensure they receive positive guidance, support, and encouragement to finding positive solutions to manage their own behaviour.

The service sets realistic expectations of behaviour in accordance with the age and stage of development of the child. We apply rules and expectations fairly and consistently to all children.

We do not use any form of physical punishment. We encourage children to respect themselves, others, and the environment.

We facilitate children to make positive decisions and choices about their own learning, actions, and development to help foster a positive sense of self. We aim to facilitate a happy, caring environment with stimulating activities for all children.

In the case of a particular incident, or persistent unacceptable behaviour, we will *a/ways* discuss ways forward with the parent(s)/guardian of the child.

Note: If child abuse or neglect is suspected, it is managed in line with the service's Child Safeguarding Policy.

Anti-bullying:

Children are afforded a right to their own time and space. Depending on the child's age and stage of development, it may not be appropriate to expect children to share. However, we feel it is important to acknowledge both children's feelings, and to support them in understanding how the other child may be feeling.

Diversity and equality are important for children to understand, and we seek to create a positive and supportive environment for all children. Staff will encourage all children to acknowledge and celebrate difference. Consequently, children will recognise from an early age, bullying, fighting, hurting and racial comments are not acceptable behaviours.

Identifying Bullying:

Bullying can take many forms. It can be physical, verbal, or emotional, but it is always repeated behaviour which makes other people feel uncomfortable or threatened. Any form of bullying is **unacceptable** and will be dealt with immediately. At our service, staff follow the guidelines below to ensure children do not experience bullying.

Bullying Procedure for School Aged Service

It is always best to work towards bullying prevention as outlined above. However sometimes serious bullying may be taking place. Every person in the service is entitled to respect and to be free of any type of bullying.

We will work proactively, as far we can, to ensure that bullying does not take place. Reporting incidents of bullying is something that is actively encouraged by all staff to children, as well as the dangers of telling tales in relation to bullying. Children are encouraged and empowered always to tell the truth.

A record will be kept of any genuine incidents of bullying.

The matter will be dealt with seriously.

Appropriate action will be taken to ensure that it does not continue.

Types of behaviour deemed to be inappropriate

- Humiliation; including name-calling, reference to academic ability etc.
- Intimidation; including aggressive use of body language.
- Verbal abuse, anonymous or otherwise.
- Physical abuse or threatened abuse.
- Aggressive or obscene language.
- Offensive jokes; whether spoken or by email, Facebook, text messaging etc.
- Victimisation; including very personal remarks.
- Exclusion and isolation.
- Intrusion through interfering with personal possessions or locker.
- Repeated unreasonable deadlines or tasks.
- Threats, including demands for money.
- An attack by rumour, gossip, innuendo, or ridicule on any individual's reputation.

5. Infection Control

This is minimum exclusion periods as recommended by the HSE. The service may impose longer periods if it has a concern

Chickenpox:	Until scabs are dry; this is usually 5-7 days after the appearance of the rash.
Conjunctivitis:	Exclusion of affected children until they recover, or until they have had antibiotics for 48 hours.
Diarrhoea:	48 hours from last episode.
Diphtheria:	Very specific exclusion criteria apply and will be advised on by the Department of Public Health.
Food poisoning:	Until authorised by GP.
Glandular Fever:	Exclusion is not necessary.
Haemophilus Influenzae Type B: (Hib)	Children with the disease will be too ill to attend the service. Contacts do not need to be excluded.
Hand, Foot and Mouth Disease:	While the child is unwell, he/she should be kept away from service. If evidence exists of transmission within the day centre exclusion of children until the spots have gone from their hands may be necessary.
Head Lice:	Exclusion is not necessary [if treated]
Hepatitis A: (Yellow Jaundice, Infectious Hepatitis):	Recommended while the child feels unwell, or until 7 days after onset of jaundice, whichever is later.
Hepatitis B: (Serum Hepatitis)	Children will be too ill to attend the service and families will be given specific advice about when their child is well enough to return.
Impetigo:	Until lesions are crusted and healed, or 48 hours after commencing antibiotics.
Influenza and Influenza-like Illness: (Flu and ILI)	Remain at home for 7 days from when their symptoms began. Children should not re-attend the service until they are feeling better and their temperature has returned to normal.
Living with HIV/AIDS:	Exclusion is not necessary.
Measles:	Exclude the child while infectious i.e. up to 4 days after the rash appears.

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Meningitis:	Children with the disease will be too ill to attend the service. Contacts do not need to be excluded.
Meningococcal Disease:	Children with the disease will be too ill to attend the service. Contacts do not need to be excluded.
Molluscum Contagiosum:	Exclusion is not necessary.
MRSA: (Meticillin-Resistant Staphylococcus aureus)	Children/infants known to carry staphylococcus aureus (including MRSA) on the skin or in the nose do not need to be excluded from the Child Care setting. Children who have draining wounds or skin sores producing pus will only need to be excluded from a Child Care setting if the wounds cannot be covered or contained by a dressing and/or the dressing cannot be kept dry and intact.
Mumps:	The child should be excluded for 5 days after the onset of swelling.
Pediculosis (lice):	Until appropriate treatment has been given
Pharyngitis/Tonsillitis:	If the disease is known to be caused by a streptococcal (bacterial) infection the child or member of staff should be kept away from the service until 24 hours after the start of treatment. Otherwise a child or member of staff should stay at home while they feel unwell.
Polio:	Very specific exclusion criteria apply and will be advised on by the Department of Public Health.
Poliomyelitis:	Until declared free from infection by GP
Pneumococcus:	Children with the disease will be too ill to attend the service. Contacts do not need to be excluded.
Respiratory Syncytial Virus:	Children who have RSV should be excluded until they have no symptoms, and their temperature has returned to normal. Contacts do not need to be excluded.
Ringworm:	Children need not be excluded from service once they commence treatment.
Rubella: (German Measles)	For 7 days after onset of rash, and whilst unwell.
Scabies:	Not necessarily once treatment has commenced.

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Scarlet fever:	Once a patient has been on antibiotic treatment for 24 hours they can return to the service, provided they feel well enough.
Shingles:	Until scabs are dry.
Slapped Cheek Syndrome:	An affected child need not be excluded because he/she is no longer infectious by the time the rash occurs.
Temperature:	Over 38 degrees
Tetanus: (Lockjaw)	Children with the disease will be too ill to attend the service. Contacts do not need to be excluded.
Tuberculosis (TB):	Recommendations on exclusion depend on the particulars of each case, e.g. whether the case is “infectious” or not. The Department of Public Health will advise on each individual case.
Typhoid and Paratyphoid:	Very specific exclusion criteria apply; your local Department of Public Health will advise.
Viral Meningitis:	Children with the disease will usually be too ill to attend the service. Contacts do not need to be exclude.
Vomiting:	48 hours from last episode of vomiting
Whooping Cough: (Pertussis)	The child is likely to be too ill to attend the service and should stay at home until he/she has had 5 days of antibiotic treatment or for 21 days from onset of illness if no antibiotic treatment.
Worms:	Exclusion is not necessary.
Verrucae:	Exclusion is not necessary.

6. CHILD PROTECTION

We have duty of care for every child attending The Marian Centre and will ensure a safe and secure environment for all the children using the service.

We will follow Children First: National Guidance for the Protection and Welfare of Children and Our Duty to Care published by the Department of Health and Children in this regard.

This details our responsibilities and outlines the reporting procedures that we use if we are concerned about the welfare of a child. Lisa Kearns, Manager, is the Designated Liaison person for the service, and can be spoken to at any point by a parent/guardian.

Disclosures of Abuse from a Child

If a mandated person, within our setting receives a disclosure of harm from a child, which is above the thresholds set out in **Criteria for Reporting: Definitions and Thresholds** they must make a mandated report of the concern to Tusla. **They are not required to judge the truth of the claims or the credibility of the child.** If the concern does not meet the threshold to be reported as a mandated concern the mandated person should report it to Tusla as a ***reasonable concern***.

It is our duty within this setting to report any disclosure even if there is a reluctance to do so for a number of reasons, for example the child may say that they do not want the disclosure to be reported. However, we inform Tusla of all risks to children above the threshold, as the removal of a risk to one child does not necessarily mean that there are no other children at risk. The information contained in a disclosure may be critical to Tusla's assessment of risk to another child either now or in the future.

7. Smart Watch, Tablet and Device Use Policy

No Phones

Children are not permitted to bring or use phones in our service. Only designated staff are permitted, in strictly controlled circumstances (authorised to take photographs for the purpose of observations, documenting progress or for learning journals), to carry or use phones inside the care rooms of our service during operational hours.

Smart watch Use

Although a Smart watch is small and discreet, it functions similarly to a mobile phone. On most Smart watches, text messages, phone-calls and emails can be easily accessed, viewed, sent and/or received. Social media platforms can be viewed and interacted with through a Smart watch. A Smart watch can be used as a direct substitute to a mobile phone, i.e. a child or adult might leave their mobile phone at home or out of reach and use the functions of a Smart watch as an alternative.

There is a photo-taking function on some Smart watches that is synchronised directly to the Smartphone. For example, a function on some Smart watches can be used to activate the camera app on the synchronised mobile phone (when the app is left open on the phone) to capture and store a photograph.

The Marian Centre recognises a Smart watch in the same way it recognises a mobile phone device. Please refer to our service's following policies:

Internet, Photography and Recording Devices Policy [Incorporating Multimedia]

Internet and Email Usage Policy

Tablet Use (Photographs)

Our service recognises that photography of children is an important way of documenting their learning, interests, progress, achievements, and general engagement in day-to-day activities. The taking of photographs of children is also required for the completion of monthly observations on children's development and progress.

Photographs are deleted from the device after they have been distributed by email, or after they have been uploaded onto a desktop for printing. The Tablet device does not leave the service and is accessible to authorised staff members for their use only.

Child Safety and Welfare

The Marian Centre has a duty of care for the safety and protection of each child in our care. Safeguarding of children from the risk of exposure to inappropriate/harmful online content forms part of our Service's Safeguarding Policy and Statement.

Safeguarding of children from the risk of cyber-bullying or the taking, viewing, or distributing of any unauthorised photography forms part of our Service's Safeguarding Policy and Statement. [Please See Updated Child Safeguarding Statement, Sept 2020]

Apart from granting children the full undivided attention they deserve while in our care, it is also our intention to teach them important boundaries and device safety:

- It is never OK to make or receive unwanted contact with/from another person through a device.
- It is never OK to take a video, audio recording or a photograph of another person without their knowledge or consent.
- It is never OK to take, hold or use another person's personal details (number, texts, emails or email addresses, posts, photos, videos) without their knowledge or consent.

8. COMPLAINTS

We are committed to giving careful attention and a courteous, timely response to suggestions, comments, or complaints so that we can learn from them and continuously improve our Service. All complaints are dealt with in a confidential manner without fear, favour, or prejudice.

The Service has a consistent and unbiased approach used to manage all complaints within the Service.

All complaints are investigated promptly, taken seriously, and handled appropriately and sensitively. Complaints are managed and reported in line with the Service's Complaints policies and procedures.

The written record of a complaint is available on the premises for inspection by the Early Years Inspectorate.

Child Version of Complaints Policy

We have a Child-friendly version of the Complaints Policy to help support children if they have a complaint or concern. This policy will be discussed in an age appropriate way with children when they start in our service. Staff will support children if they wish to make a complaint and together with their parents, if appropriate, will be facilitated through the process

9. Admissions – General Criteria

The Criteria for admissions for Pre-School is:

- Family/Child must reside in the Little Bray/Ballywaltrim Area
- Referrals from Social Services/Public Health Nurse/SPECS etc
- Family Circumstances
- Age of Child
- Date of Application
- Siblings in Services

10. Parental Involvement

Parental/Guardian involvement is an integral part of this service and we recognise the expertise of parents/guardians in relation to the care of their child

If parents have any questions or queries we will always make time schedule a meeting.

As our staff are required on the floor at all times, if you want to organise a meeting to discuss something please link in with the team leaders and they will organise a time that suits you.

We welcome any feedback or discussions with parents/guardians however what we will not accept is aggressive, rude or verbal abuse from parents/guardians.

11. Confidentiality

It is the policy of this service not to discuss details of any child/family outside the service without permission.

Where there is a suspicion of child abuse the manager will talk to the Gardai or TUSLA with the knowledge of parents/guardians.

Confidential information is shared only with the staff members who need such information to effectively perform their job.

We acknowledge the importance of confidentiality and the need for sensitivity in order to maintain an open and trusting communication with parents/guardians.

12. General Information

We provide a nutritious snack and drink for the After-School Children.

Children's belongings must be clearly marked with their name.

Photographs may be taken of the children on outings and during activities and these may be used for reports or our Blogs

Fees must be paid weekly, and a receipt for each payment will be given to you. A monthly fee statement will also be issued.

Payment must be made for periods of sickness or holidays outside of the preschool scheduled dates.

Your registration form allows for three other authorised adults who may collect your child. You should inform us in advance if one of these is to collect your child. We can only allow the child to leave with a person named on the registration form.

Please sign and return this slip

I have read the parents handbook and I agree to abide by the conditions therein. I am aware that this service has comprehensive policies and procedures and that these are available upon request.

Child's Name: _____

Date Started : _____

Parents/Guardians Name(s) and Signatue(s):

1. _____

2. _____

Date: _____

