



# Policies, Procedures and Statements

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## Introduction

Policies and procedures help to provide a consistent approach towards developing services and to minimise misunderstanding. Policies and procedures also provide a framework for making decisions. By involving staff and parents in the development and construction of policies and procedures there is a sense of ownership and commitment to the documents. To maintain a high standard of good practice, policies and procedures must be reviewed regularly and changed accordingly to incorporate any new developments in the childcare sector.

A policy is a course of action proposed by a service on a specific issue.

Policies give rise to procedures, which are the written statements of how the policies will be carried out.

The policies contained in this document have been developed in response to the requirements and recommendations of:

- The Children First Act 2015 and the updated requirements of Children First: National Guidelines (2017) for the protection and Welfare of Children
- Safety, Health and Welfare at Work Act 2005
- General Data Protection Regulation
- National Vetting Bureau (Children and Vulnerable Persons) Act 2012
- Protection for Persons reporting Child Abuse Act, 1998

The policies have also taken best practice guidance from the following legislation which does not directly relate to after-school services:

- Quality and Regulatory Framework (QRF) 2018 developed by the TUSLA Early Years Inspectorate
- Child Care Act 1991 (Early Years Services) Regulations 2016

## Who must observe these policies?

The policies in this booklet apply to all children in our care, staff employed by our service and visitors of our service.

Staff are trained in these policies as part of their induction and are asked to observe the policies and procedures in this booklet at all times.

### Key persons:

<b>Manager</b>	Lisa Riordan
<b>Fire Warden</b>	Lisa Riordan
<b>Designated Liaison Officer</b>	Lisa Riordan
<b>Deputy Designed Liaison Officer</b>	

### External contacts:

<b>TUSLA Early Years Inspection Team</b>	045 907841
<b>TUSLA Social Work Department</b>	045 882400
<b>Emergencies</b>	999
<b>Gas Emergency</b>	1850 205 050
<b>Electricity Emergency</b>	1850 372 999
<b>Water Leak</b>	1850 278 778

## Statement of Purpose and Function

Lisa's Little Lions Afterschool Service is an After School Service that provides quality affordable care and education to the children going to Knockangree, National School. The session is Monday to Friday between 1.55pm and 5pm. The service is offered for 38 weeks per year from September to June. This statement is available to parents, staff and relevant stakeholders. This policy is available in a child friendly format for the children availing of this service.

The aim of this service is to provide a safe, secure, stimulating environment which embraces children; to value all children as individuals and appreciate their uniqueness; to support the learning and development of each individual child by providing an integrated, balanced, broad, stimulating and differentiated curriculum.

To achieve this we work in partnership with parents, carers and children as a multidisciplinary team. We want to provide a secure learning environment, which enables children to be:

- Respectful of themselves and others
- Happy and confident
- Independent
- Compassionate and caring
- Tolerant and patient
- Curious and creative
- Appreciative and appreciated.

We endeavor to ensure that all staff receive appropriate training and maintain high levels of practice.

This statement is informed by the following policies:

- ✓ Admissions Policy,
- ✓ Policy on Authorisation to Collect Children,
- ✓ Dropping and Collecting Policy,
- ✓ Record Keeping,
- ✓ GDPR,
- ✓ Confidentiality Policy,
- ✓ Retention of Records and Data Protection,
- ✓ Data Protection Policy,
- ✓ Recruitment of Staff Policies,
- ✓ Child Protection Policy,
- ✓ Child Safe-guarding Policy,
- ✓ Risk Management Policy,
- ✓ Healthy Policy
- ✓ Policy of Healthy Eating,



- ✓ Policy on Administration of Medication,
- ✓ Allergy and Anaphylactic Policy,
- ✓ Hygiene Policy,
- ✓ Toileting and Changing Policy,
- ✓ Cleaning Policy
- ✓ Policy on Accidents and Incidents,
- ✓ Fire Safety Policy,
- ✓ Equipment Policy,
- ✓ Policy on Outdoors,
- ✓ Inclusion Policy,
- ✓ Behaviour Policy,
- ✓ Parental Involvement,
- ✓ Complaints Policy
- ✓ Policy on use of the Internet, Photography and Recording Devices,
- ✓ Homework Policy,
- ✓ Safety Statement.

Name of Setting	Lisa's Little Lions After School Service
Address	Knocknagree, Mallow, Co.Cork.
Eircode	P51 YA36
Contact Person	Lisa Riordan
Position in Setting	Owner/Manager/ Supervisor
Contact Number	087-9365317
Email Address	lculloty@hotmail.com
Type of Setting	After School Aged Service
Curriculum	Play Based, homework time, exploring time, outdoor time, creative fun.
Number of Weeks Open	38
Opening Hours	1.55pm to 5pm
Age Range of Children	4 years to 12 years
Number of Children	24
Adult Child Ratio	1:12

Person Responsible: \_\_\_\_\_

These policies were adopted by Lisa Little Lions After School Service on:

Date: \_\_\_\_\_

Signed by: \_\_\_\_\_ (Owner of Lisa's Little Lions)

Review Date: \_\_\_\_\_

(Reviewed annually by Lisa Riordan, Owner of Lisa's Little Lions)

### **Type of care of programme provided in the service:**

Our service is committed to creating an environment where children are listened to and treated with respect. Every effort will be made to gain an insight into children's needs by talking and listening to them.

Our service is committed to providing a child-led environment, which empowers young children to actively pursue their own learning. Adults who will provide appropriate, timely, balanced intervention as well as support, continuity and progression to encourage positive attitudes towards learning will facilitate this process.

Our service recognises that the establishment of daily routines is essential for all children in our care. We strive to provide a programme of activities that encourage the physical, social, emotional, intellectual, creative and language development of the children who attends this service.

We encourage at all times, sociability, friendship and co-operation with others, through the provision of co-operative play and opportunities for the children to mix with siblings, same age peers, and younger and older children.

We aim to match all tasks with each child's age and stage of development. Our activities will include a range of activities chosen to reflect various differences in cultures, gender and ability among the children in our care.

We recognise that children are learning all the time, and that children learn best when they are actively involved and interested.

### **Observations:**

At our service we recognise that our role is to support each child in developing their own potential at their own pace, to further their learning interest and to see how each child is progressing. We do this through observing the children and incorporating our findings into daily activities.

Observations are conducted on a monthly basis. Observations are confidential to each child. Parents are asked to read their own child's observation. The child's key person is required to read and sign each observation. Observations will be provided to parents/guardians if requested or if the provider needs to bring attention to the child's abilities.

Programmes and activities are constantly reviewed by staff to ensure they meet the children's current needs.

### **Facilities available:**

Our service has the following facilities available:

- Age-specific rooms for all the children in our care, fully equipped with all the toys and learning equipment appropriate to that age group;
- Separate, fully equipped, kitchens;
- Outdoor play area

- Outdoor green area

#### Details of adult:child ratios in the service:

While there is currently no legislation governing the ratios that must be adhered to by school age children services, best practice guidelines suggest that the minimum adult:child ratio in any group should be 1:8.

## Administration

### Admissions Policy

It is the policy of Lisa's Little Lions After School is open to all families attending Knocknagree National School. We are committed to operating open and fair Admissions Procedures.

### Admissions Procedures

- Each child must be at least 5 years when starting at the service.
- Parents seeking to secure a place for their child must complete a registration form.
- A completed registration form must be lodged with the service prior to the child attending the service
- Children will be admitted on a 'first come first served' basis, following submission of the enrolment form. If there are no remaining places a waiting list will be drawn up.
- Referrals from family support services will be accepted provided there is a place available.

### Opening Hours

Our school offers an After School service with afternoon service for 3 hours a day from 2.00pm to 5.00pm, 5 days per week for 38 weeks amounting to 182 open days.

### Fee Payment Policy

After-school service fees are as follows:

1 hour €5

2 hours €10

Up to 3 hours €15

Fees must be paid weekly to the provider of the service; this must be paid every Friday evening by 6pm, late payments will be having sanctions in place. The payments can be paid by online banking or cash. All payments will receive a receipt for proof of payment.

## Policy on Authorisation to Collect Children

In the event that a child is not collected by an authorised adult at the end of a After School session the service puts into practice agreed procedures. These ensure that the child is cared for safely by an experienced and qualified practitioner who is known to the child.

## Procedures for Collection of Children

Parents of children starting this service are asked to provide specific information which is recorded on our registration form, including:

- \* Name, address and telephone number
- \* Mobile telephone number (if applicable)
- \* Names, addresses, telephone numbers of adults who are authorised by the parents/ carer to collect the child from the preschool, for example a childminder or grandparent.
- \* Information about any person who does not have legal access to the child.

**\*Staff must be notified of any change to the collection arrangements\***

If a child is not collected at the end of the service, we follow the following procedures:

- \* Parent/carers are contacted,
- \* If this is unsuccessful, the adults who are authorised by the parents to collect their child from preschool. – And whose telephone numbers are recorded on the registration form – are contacted.
- \* All reasonable attempts are made to contact the parents/carers, for example a neighbour in contacted or another member of staff visits the child's home.
- \* The child stays at preschool until the child is safely collected
- \* If no one collects the child and the premises is closing, or staff are no longer available to care for the child, we apply the procedures set out in our Child Protection Policy
- \* A full written report of the incident is recorded, and
- \* Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

Adherence to staff ratios is a legislative requirement. Therefore, it is important that parents collect their children on time from the service. Your assistance in ensuring that your child/ren are collected on time is appreciated.

Also, it is important that the child feels safe and secure at after school setting. It is possible that if a child finds themselves the only child yet to be collected at the end of the session they may begin to worry and fret that something is wrong. Ensure that alternative/ additional contact names for collection are provided for each child.

## **Dropping and Collecting Policy:**

This policy is developed in accordance with the Child Care Act 1991 [Early Years Services] [Registration of School Age Services] Regulations 2018.

This policy is available and communicated to parents, guardians, staff and relevant stakeholders.

It is also available in child friendly format to school age children in the Service

Relevant staff know the requirements and have a clear understanding of their roles and responsibilities in relation to this policy. Relevant staff have received training on this policy.

## **Statement of Intent:**

The well-being, safety and security of all the children in the service is our main concern. The following procedure has been drawn up to ensure that this is always maintained to the highest possible standards. 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.

If possible, we would like to meet the person collecting in advance, enabling the staff to feel confident about the child leaving safely and happily.

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. Any deviation made by any staff member will be considered as gross misconduct and will be dealt with appropriately.

**All Children arriving at or being collected from the Service must be signed in and out by either a member of staff or a parent/guardian or their nominated person.**

**Note:** All children are supervised during collection times, and when entering and leaving the service.

#### **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.

#### **Walking Children to and from School, from the Service:**

- The children will be escorted by a known staff member who will always carry proof of identity. Prior contact will be made with the children and the school for new staff members assigned to dropping/collecting between the rooms of the school.
- The children will go in a group directly from one room of the school to another by the safest most direct route.
- When the children arrive at school they are handed over to their teacher OR they are accompanied into the room by the staff member and join their class line or group.

#### **Transport arranged by parents/guardians:**

Where parents/guardians make their own independent arrangements for their children to be collected from school by car or bus and brought to the service, the safety of the child is the full responsibility of the parents/guardians/authorised person to transport the child to the service.

The Service is not liable for any loss, damage or claims as a result of children travelling to/from school in other transport organised by parents/guardians.

#### **Collection of Children by Parents/Guardians or Nominated Persons from the Service:**

- It is the policy of the service that no children will be permitted, under any circumstances, to leave the Service unaccompanied for their own safety, unless special permission has been previously sought and given.
- Children must be collected by a parent/guardian or their nominated person.
- Parents/guardians or their nominated person are responsible for their children during collection at the service and must accompany the child off service premises.
- Parents/guardians or their nominated person gain access to the service by ringing the doorbell.
- A member of staff, a parent or guardian or their nominated person will assist with the registration of each child, as required, on collection.
- Parents/guardians must collect their child by the agreed collection time. Parents/guardians will be asked to give the names of at least two other people who are authorised to collect the child. If the parent/guardian is late arriving to collect the child, the person in charge will endeavour to contact the parent. In the event of being unable to contact the parent, the person in charge will contact the other named persons to collect the child.
- Children will not be released into the care of a person under the age of 16 years or to a person who appears to be incapable of caring or in an unfit state to care for the child. Should this situation arise the staff will contact an authorised collector. If no one is available to collect the child, then the person in charge will contact the TUSLA social work child protection/safeguarding team. Services are required and within their right to seek proof of age for persons over 16.
- Nominated persons who are unknown to the service will be required to produce either a driving licence, passport or other photographic identification which states the person's date of birth so that the service can ensure that person is over 16 years of age.
- In the event of a parent collecting another child a prior arrangement must be made.

#### **Children of school-going age arriving at or leaving the service unaccompanied:**

It is the policy of the service that no child may arrive at or leave the service unaccompanied. Where a parent/guardian requires that their child(ren) arrive at or leave the service premises unaccompanied, the service requires that such parent or guardian provides written confirmation and specific instruction to the service in relation to the arrangement.



**Note:** Where a parent/guardian so instructs the service that this is an arrangement of specific preference or necessity, a parent/guardian does so at their own risk and the risk to the child. The Service has no responsibility for and owes no duty of care to such child before the child's arrival at the service premises and immediately after the child has exited the Service's premises.

Such instruction will only be accepted by the Service from the parent or guardian of a child(ren) and not from a nominated person.

Please see Appendix A Parental Authority form for a child to arrive at or leave the service unaccompanied.

**If a child is booked into the After-School Service and they do not arrive we will follow the following procedures:**

- The person in charge will telephone the school to find out if the child was in school.
- The person in charge will telephone the parent or other emergency contact from contacts list.
- If the child was in school and the parent cannot be contacted, we will contact the local Garda station to report the child missing.

**Attempted collection by a person who is not on the child's records:**

Children should be collected only by the adult/s named on the 'Collection Authorization' list. Should the person responsible be unable to collect the child, a written letter of explanation must be presented, signed, and dated by the parent / guardian with a contact telephone number. The staff member will then telephone the parent/guardian prior to allowing the child to leave the service. If the parent personally arranges this with the staff the telephone call may not be necessary but signed consent will always be required.

If the parent has not been personally contacted to authorize the collection of their child, the child **will not** be permitted to leave the premises until an authorized collector, as recorded in the child's records is available to collect.

**Late Collection of Children:**

We understand that sometimes a parent/guardian is unavoidably delayed when coming to collect their child. We will ensure that the child receives a high standard of care with a view to causing as little distress as possible. 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.

We reserve the right to charge a late collection fee for persistent lateness in collection of children. Our fee is €5 for every 15 minutes late, or part thereof

**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.

**Late Drop Off:**

We ask parents/guardians to drop children off at the correct time to avoid disrupting the group once they have started and so that the child benefits from the After-School programme.

**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.

Please note that a late collection fee of €5 for every 15 minutes late, or part thereof, applies.

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.

#### **Informing the Service if a child is not attending.**

If a child has not attended school due to appointment, illness etc. the service should be informed no later than **9am**. This policy also applies to un-notified changes of collection times. This should also apply in any event whereby the child does not need to be collected from school. Failure to do so can waste valuable time and causes undue concern for staff collecting the child from their school.

- It is the responsibility of the parent to make the necessary arrangements to get the child/children to the service and to inform the person in charge in writing of these arrangements.
- It is also the parents' responsibility to comply with the Service's policy which prohibits children arriving unaccompanied to the Service.

**Note:** Records of all Collections are kept for two years from the time ceases attending the service.

### **Record Keeping Policy**

Records as required by the Child Care (No 2) Regulations 2006 will be maintained and made available to parents and any Authorised persons, to ensure the health, safety and development of all children attending the service.

### **Privacy Notice for Parent/ Guardians - GDPR**

We respect your privacy and your rights to control your personal data and your child's personal data. We will be clear about what data we collect and why we collect it. This privacy statement explains the personal information we collect from you, why we collect it, how we will use it and

how we protect it. The reference to personal data in this privacy notice applies to the personal data of you and your child.

Lisa's Little Lions collects personal data about you and your child in order to provide a care and education service to your child. By registering your child for our services at Lisa's Little Lions you agree to the use of your personal information as described in this Statement.

Lisa's Little Lions is a Controller of the personal data you parent or guardian provide us. We collect the following types of personal data from you, about you and your child:

- \* Personal Data: your child's name, date of birth, your address, contact details of adults authorised to collect your child.
- \* Sensitive Personal Data: health and medical needs of your child, race, ethnic origin, religion,

### **Why We Collect Your Personal Data?**

We use the personal data you share with us in the child record form, so we can communicate with you, to provide care and education for your child and for the purposes of administration.

We will also ask for information about who has parental responsibility for your child and any court orders pertaining to this. We will also request information on adults authorised to collect your child. This is required to ensure the safety of your child while they are attending Lisa's Little Lions.

Sensitive personal data includes medical information/instructions about your child, this would be required in case of emergency or if medication needs to be administered. Sensitive personal data also includes religious beliefs, we collect this information so we can respect religious festivals, days and events.

### **Sharing & Disclosure**

We strive to keep yours and your child's personal data safe and only share it when necessary. We recognise that parents have a right to know that the information they share with Lisa's Little Lions is maintained confidentially. We only disclose your information as authorised in this Statement.

We do not rent or sell your Personal Information to anyone. We may share your personal information with the third parties listed below.

### **Who We May Share Your Personal Information With:**

- Pobal PIP System & Pobal Compliance Officers
- An Garda Síochána
- Health & Safety Authority
- National Employment Rights Authority
- The Revenue Commissioners
- Tusla - Child and Family Agency
- County Childcare Committee
- An Taisce Green School Program
- Insurance companies as required – normally only count of children and opening hours.

## **Protection of Lisa's Little Lions & others and Disclosures for Law Enforcement**

Under certain circumstances Lisa's Little Lions may be required to disclose your Personal Information in response to valid requests by public authorities to meet law enforcement requirements.

### **What we do with your data?**

Your personal data is stored and processed in Lisa's Little Lions located at Knocknagree, Mallow, Co.Cork.

### **How long we keep your personal data?**

We are required to keep records relating to your child for a period of 2 years after your child has left our service. There may be a circumstance where data relating to your child is required to be held for a longer period of time. This will be outlined to you. In the event of an accident/incident personal data relating to your child will be held on file until your child is 21 years of age. After this period, your personal data will be irreversibly destroyed.

### **What are your rights?**

We use appropriate technical, organisational and administrative security measures to protect all personal data we hold in our records and keep it secure. Unfortunately, no organisation can guarantee complete security.

## **Right of Access**

Individuals have the right to access their personal data and supplementary information. Please contact the Lisa Riordan (Owner/Manager) at lculloty@hotmail.com or in writing to Lisa's Little Lions, Knocknagree, Mallow, Co.Cork. We will acknowledge your request and respond to you within 1 month.

## **Right to Rectification**

Please advise the service of any changes in your or your child's personal information, as soon as possible. Should you believe that any personal data we hold on you is incomplete or incorrect complete, you have the ability to request to see this information and have it rectified.

## **Right to Erasure**

In certain circumstances, data subjects have the right to erasure of their data. Please contact Lisa Riordan (Owner/Manager) at lculloty@hotmail.com or in writing to Lisa's Little Lions, Knocknagree, Mallow, Co.Cork. We will acknowledge your request and respond to you within 1 month. This is not an absolute right and only applies in certain circumstances.

## **Right to Restrict Processing**

Individuals have the right to request the restriction or suppression of their personal data. Please contact the Lisa Riordan (Owner/Manager) at [lculloty@hotmail.com](mailto:lculloty@hotmail.com) or in writing to Lisa's Little Lions, Knocknagree, Mallow, Co.Cork. We will acknowledge your request and respond to you within 1 month. This is not an absolute right and only applies in certain circumstances.

### **Right to Object**

You have the right to object and be removed from any direct marketing emails

### **Right to be Informed**

This privacy policy explains what information we need to collect and how we use it.

### **Right to Portability**

Data subjects can ask that their personal data be transferred to them or a third party in machine readable format (Word, PDF, etc.). However, such requests can only be fulfilled if the data in question is: 1) provided by the data subject to the service, 2) is processed automatically and 3) is processed based on consent or fulfilment of a contract. An example of this would be if a parent wanted their child's file sent to a new service.

In the event, that you wish to complain about how we have handled your personal data, please contact the Lisa Riordan (Owner/Manager) of Lisa's Little Lions at [lculloty@hotmail.com](mailto:lculloty@hotmail.com) or in writing to Lisa's Little Lions, Knocknagree, Mallow, Co.Cork. Lisa Riordan will then investigate your complaint and work with you to resolve the matter.

If you still feel that your personal data has not been handled appropriately according to the law, you can contact Irish Data Protection Authority and file a complaint with them.

## **Record Keeping Procedures**

- All records in line with the Child Care Regulations 2006 are kept up to date and accurate at all times.
- All confidential records are stored securely when not in use.
- Parent, carers or guardians will be asked to co-sign the medical administration form and accident report form, when necessary.
- All records written are impartial and factual.
- Records in relation to Child Protection concerns are stored in a separate locked filing cabinet and are shared only on a need-to-know basis in line with our Confidentiality Policy.

## **Confidentiality Policy**

It is our policy to keep confidential all personal information about the children, families, staff and volunteers involved in our service. Personal information about families in relation to Child Protection concerns will be shared on a need to know basis in line with our Child Protection Policy.

## Confidentiality Procedures

- Parents will have access to records kept in the service, but only in relation to their own child
- All new staff and volunteers will be informed of our confidentiality policy and procedures as part of their induction programme
- Information held in the service in relation to Child Protection Concerns will be stored in a separate locked drawer and will be shared only on a need to know basis in line with our Child Protection Policy and with Data Protection Legislation.

## Retention of Records and Data Protection (GDPR)

### Introduction

Lisa's Little Lions strives to comply with applicable laws and regulations related to the retention of personal data in Ireland.

This policy outlines the basic rules by which Lisa's Little Lions manages the retention of the personal data of parents, children, suppliers, employees and other individuals that are processed by Lisa's Little Lions. The policy sets out the required retention periods for different categories of data and sets out the minimum standards to be applied when destroying certain information.

### Who is this policy for?

All employees, all contractors, all volunteers and students, regardless of their length of employment/placement in the service, are required to read and understand this document, so they are fully aligned with the policy of Lisa's Little Lions. This document will be made available to parents or guardians on request.

This policy applies to all data used at Lisa's Little Lions. Examples of data include:

- Emails
- Hard copy documents (child record forms, attendance records etc.)
- Soft copy documents (scanned enrolment form etc.)
- Video, audio and photographs
- Data generated by physical access control systems (Keypads, Fob systems etc.)

### Retention Rules

#### Retention Schedule

The Owner/Manager defines the time period for which documents and electronic records should be retained through the Data Retention Schedule. These retention periods are predominantly determined by statutory obligations.

As an exemption, retention periods within the Data Retention Schedule will be prolonged in cases such as:



- Ongoing investigations from Irish authorities, if there is a chance records of personal data are needed by Lisa's Little Lions to prove compliance with any legal requirements; or
- When exercising legal rights during legal cases or similar court proceedings recognised under Irish law.

### **Safeguarding of Data during Retention Period**

If personal data is physically retained in hard copy format this personal data may become out of date quickly and this will be considered by the Lisa Riordan (Owner/Manager). If personal data is retained on electronic storage media (hard drive, server) or in the cloud, the Lisa Riordan (Owner/Manager) will ensure that backup copies of the information also are available. The 3-2-1 backup strategy will be used: 3 copies total, 2 local copies, 1 offsite. Responsibility for the storage of data falls to Lisa Riordan (Owner/Manager).

### **Destruction of Data**

Lisa's Little Lions and its employees will regularly review all data, whether held electronically or in hard copy format, to decide whether to destroy or delete any data once the purpose for which those documents were created is fulfilled. Overall responsibility for the destruction of data falls to Lisa Riordan (Owner / Manager).

Once the decision is made to dispose of personal data according to the Data Retention Schedule, the data will be deleted, shredded or otherwise destroyed appropriately.

The method of destruction varies and will be dependent upon the nature of the document. For example, any documents that contain sensitive or confidential information (and particularly sensitive personal data) will be disposed of as confidential waste and be subject to secure electronic deletion. The Document Disposal Schedule section below defines the method of disposal.

The specific deletion or destruction process may be carried out either by an employee or by an internal or external service provider that Lisa Riordan (Owner/ Manager) subcontracts for this purpose. Destruction of data is always approved by Lisa Riordan (Owner / Manager) and the details recorded. Any applicable general provisions under relevant data protection laws and Lisa's Little Lions Personal Data Protection Policy shall be complied with.

Appropriate controls are in place to prevent the permanent loss of essential information of Lisa's Little Lions as a result of malicious or unintentional destruction of information. These controls include restricting access to the filing cabinet to only those who are permitted to access the data. These controls include password protected access to the IT equipment that stores the data.

Lisa Riordan (Owner/ Manager) shall fully document and approve the destruction process.

## Breach, Enforcement and Compliance

The person appointed with responsibility for Data Protection, is Lisa Riordan (Owner / Manager), ensures that each employee complies with this policy. It is also the responsibility of Lisa Riordan (Owner/ Manager) to assist any local office with enquiries from any local data protection or governmental authority.

Any suspicion of a breach of this Policy must be reported immediately to Lisa Riordan (Owner / Manager). All instances of suspected breaches of the Policy shall be investigated, documented and action taken as appropriate.

Failure to comply with this Policy may result in adverse consequences, including, but not limited to, loss of customer confidence and possibly litigation, financial loss and damage to Lisa's Little Lions reputation, personal injury, harm or loss. Non-compliance with this Policy by employees, or any third parties, who have been granted access to Lisa's Little Lions premises or data, may therefore result in disciplinary proceedings or termination of their employment or contract. Such non-compliance may also lead to legal action against the parties involved in such activities.

## Document Disposal

### Routine Disposal Schedule

Records (only those containing personal data) which may be routinely destroyed unless subject to an on-going legal or regulatory inquiry are as follows:

- Announcements and notices of day-to-day activities;
- Message slips;
- Outing reminder slips;
- Newsletters.

Lisa Riordan (Owner/Manager) will determine what documents can be routinely destroyed.

If there is a current court case or legal proceedings, all documents will be retained. Advice will be sought before disposing of documentation that may be subject to legal proceedings.

### Destruction Method

Documents that include any personal data shall be disposed of confidentially (cross-cut shredded and incinerated) and shall be subject to secure electronic deletion if stored electronically. The Data Disposal Schedule will be completed in all cases of disposing of documents containing personal data. Confirmation of destruction will be sought as needed.

### Validity and document management

This document is valid from September 2018

The owner of this document is Lisa Riordan Owner / Manager, who must check and, if necessary, update the document at least once a year.

This policy was adopted by Lisa's Little Lionson September 2018

Signed By: \_\_\_\_\_

### Data Retention Schedule

<b>Child's Records:</b>	
<b>Type of Record:</b>	<b>Time to be Retained:</b>
Child Registration Forms – including Consent Forms	2 years from the time the child ceases to attend service – required by the 2016 Early Years Services Regulations.  Information on the child record form may be required to be held until the child is 21 years in certain circumstances (for example, if there has been an accident or incident).
Child Attendance Records	2 years from the time the children referred to in the record cease to attend service – required by the 2016 Early Years Services Regulations.  Until the child referred to in the record is 21 years of age – recommended for insurance purposes.
Child Accident/Incident Forms	2 years from the time the child ceases to attend service – required by the 2016 Early Years Services Regulations.  Until the child referred to in the record is 21 years of age – recommended for insurance purposes.
PPS details of child/parent and social welfare details of parent/guardian.	Retain for period of time it takes to submit registration on NCS
Child Observations	Sent home with family when the child finishes with the service unless a specific reason for keeping.
Child Development Records	Sent home with family when the child finishes with the service unless a specific reason for keeping.
Medication administered with signed parental consent	2 years from the time the child ceases to attend service – required by the 2016 Early

	Years Services Regulations.
Photographs/videos and associated consent forms.	<p>It is recommended that all photographs will be deleted/destroyed three years after the child and family have left Lisa's Little Lions.</p> <p>Consent form for photographs/videos must specify how long the photographs/videos are retained for.</p>

<b>Employee's Records:</b>	
<b>Type of Record:</b>	<b>Time to be Retained:</b>
Employee files, all files relating to a staff member.	6 years after employee ceases employment
Employee Registration Form	5 years
Garda Vetting Forms & Responses	5 years from the date employee commences employment or length of time employee works in the service – retain data for whichever time period is longer.
Employee References	5 years from the date employee commences employment or the length of time the employee works in the service – retain data for whichever time period is longer.
Revenue Payslips P45 etc	6 years
Working Time Records	3 Years
Minimum Wage Records	3 years
Staff Accident or Incident records	10 years
Annual Leave Records	3 years after employee ceases employment
Sick Leave Records	3 years
Sick Leave Payments	3 years
Maternity Leave	1 year
Adoptive Leave	1 year
Parental Leave	8 years
HR documents (disciplinary, grievance	6 years after employee ceases employment or

documents etc.)	longer based on legal advice
Paternity Leave	8 years
Force Majeure Leave	8 years
Careers Leave	8 years
Hazard Analysis & Critical Control Point (Food Safety)	2 years

<b>Financial Records:</b>	
<b>Type of Record:</b>	<b>Time to be Retained:</b>
Accounts	7 years

## Data Protection Policy Guidelines

The setting is considered a Data Controller and will abide by the requirements of the DPA legislation.

The **Eight Rules of Data Protection** which are:

1. Obtain and process personal information fairly.
2. Keep personal information only for the lawful purposes that have been explicitly notified to the end user.
3. Use and disclose personal information only in ways compatible with these purposes.
4. Keep all personal information safe and secure.
5. Keep all personal information accurate, complete and up-to-date.
6. Ensure that all personal information is adequate, relevant and not excessive for the purpose for which it was collected.
7. Retain personal information for no longer than is necessary for the purpose/s.
8. Give a copy of his/her personal data to an individual, on request.

The *Data Protection Act* imposes a variety of obligations on those who process personal data limitations on the period for which images can be stored:

- ✓ The purposes for which the images can be used.
- ✓ Access to the images only by authorised personnel.
- ✓ Use of the images must be fully explained to the people who will be affected.
- ✓ The right of individuals to know the type of personal data being held on them and a right to receive copies of it.

## Recruitment Policy

We are an Equal Opportunities Employer and are committed to recruit the best person for the position. We will ensure fair and equal opportunities for potential and existing employees. This relates to gender, marital status, family status, age, disability, race, sexual orientation, and religious belief.

## Recruitment Procedure

- Review job description and person specification.
- The job description will explain the role that is being advertised including the main duties and person specifications will describe the person wanted to fill the job including the required qualifications and characteristics. All candidates will have a copy of the job description and person specification in advance of the interview.
- Positions will be advertised externally. The candidates will be shortlisted under certain criteria.
- Interviews will be held. Scoring sheet and notes will be completed. Any candidate who wishes to have feedback on their interview is entitled to this.
- Selection will be made on a basis of experience, training, qualifications, communications skills, ability to work with children and as part of a team.
- Vetting procedures will be carried out prior to any person being appointed.
- The successful candidate will have to produce a driving license or passport and original qualification certificates.
- Two references are required one from the most recent employer. References are to be validated by phone and documented.
- The unsuccessful candidates will be notified. Recruitment records will be kept for one year. All candidates will have the right to information about their recruitment process and can request this in writing.
- All staff will be required to complete a probation period of 3 to 6 months as required.

## Contract of Employment

A written contract of employment is prepared for each new employee of Lisa's Little Lions Montessori. All contracts include:

- Commencement date of employment
- Duration of the contract
- Terms and conditions of employment
- Reporting procedures
- Salary Entitlement to travel and subsistence
- Working hours Annual Leave

- Details of sick pay
- Information on grievance and disciplinary procedures
- Information on codes of conduct
- Duration of probationary period

## Induction

An induction period is provided for all new employees. Employees are provided with

- Information about the role of Lisa's Little Lions.
- Information on the role of other employees.
- Contracts of employment.
- Details of conditions of employment.
- Details of salary scales.
- Details of grievance and disciplinary procedures
- Details of codes of conduct
- Full details of the Policies and Procedures of the service.
- Employees are obliged to familiarise themselves with the Policies and Procedures of the preschool.

## Student Policy

It is our policy, to assist students in developing their skills in childcare. Students will work closely with staff, to develop a professional and child-centred approach to working with children.

## Procedures for Students on Placement

As part of the students induction it is necessary that:

- All students must be over the age of sixteen.
- Students are requested to read the policies and procedures of the service.
- Students are not included in the adult/child ratio and are never used in place of staff.
- Students are never left unsupervised with groups or individual children.
- Students are supported through regular supervision meetings.
- Support and information is also provided, if assistance is needed with projects or assignments.
- The manager decides on what information the students can have access to and what meetings they attend.
- Our service has ongoing contact with the relevant college.
- Proof of Garda Vetting for each student is sought from the college

## Staff Training Policy

- \* New Staff members will be provided with induction training and ongoing mentoring to keep them up to date and to develop their childcare and education skills whilst employed, this is a small service and we will be working closely together.
- \* Staff will be familiar with all preschool policies, procedures and statements, health and safety, child protection procedures and conditions of employment.
- \* If training is needed in a particular area, workshops will be attended.
- \* Relevant qualification certificates must be kept valid and updated when required.

## Staff Supervision Policy

- \* We are committed to providing staff supervision to maintain standards. It forms part of our overall performance, management structure which includes recruitment, induction and training.
- \* Staff in the preschool are supervised by the Owner/Manager.
- \* Staff will be encouraged to discuss work, reflect on current issues and plan for emerging future development.

## Policy on Staff Absences

- \* From time to time staff may be absent from work. It is our priority to have arrangements in place to ensure that the preschool is adequately staffed at all times and that the adult/ child ratios are maintained. Absences include annual leave and/ or unpaid leave, illness or emergencies.
- \* The members of staff consist of Lisa Riordan.
- \* During preschool hours, the adult/child ratio of 1 adult to 11 children will be maintained.
- \* Records will be kept for Relief Staff who are available to cover planned staff absences and emergencies. These records include name, address, contact number, photo ID, qualifications, Garda Vetting and two written references, which must be validated by phone.

## Employee Privacy Notice (GDPR)

We respect your privacy and your rights to control your personal data. We will be clear about what data we collect and why we collect it. This privacy statement explains the personal information we collect from you, why we collect it, how we will use it and how we protect it.

Lisa's Little Lions shall have the right to process personal data, including the Employee's personal public service number, provided to the by the Employee, to enable Lisa's Little Lions to fulfil its legal and contractual obligations in its capacity as employer or in order to take steps at the request



of the data subject prior to entering into a labour contract. (e.g. Garda Vetting Unit, Revenue or Social Welfare)

Personal data may also be used based on the legitimate interests pursued by the Service Provider or by a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the employee which require protection of personal data.

### Purposes of processing personal data

#### Human resources and personnel management

This purpose includes human resource management activities carried out as part of recruitment or the performance of an employment contract, and includes on boarding, termination of employment, performance management, scheduling and recording time, performance, compensation and benefits, and training.

#### Compliance with local and EU Member State Law.

This purpose refers to the processing of personal data as necessary to fulfil a legal obligation to which Lisa's Little Lions is subject. Its purpose is to ensure compliance with the law by Lisa's Little Lions including but not limited to the prevention of crimes and the disclosure of personal data to government institutions and supervisory authorities, including tax and labour authorities, in relation thereto.

### Business Operations

This purpose addresses activities such as travel and expenses, managing company assets, IT services, information security, conducting internal audits and investigations, legal or business consulting, and preparing for or engaging in dispute resolution.

#### Transfers of your personal data to third parties

While processing employee personal data for the purposes indicated above, the Service Provider may use the services of third parties such as: Revenue Accountants Banks and as required by law. Thus, the third parties may receive or have access to employee personal data.

When using the services of any third party the Service Provider will ensure that the third party will provide suitable technical and organizational measures to protect the personal data as required by the applicable law.

### Data Retention

The Employee's Personal data will be stored for no longer than necessary considering the purposes of the processing activities. Please refer to the Data Retention Schedule in the Data Retention Policy.

## Employees' Rights

We use appropriate technical, organisational and administrative security measures to protect all personal data we hold in our records and keep it secure. Unfortunately, no organisation can guarantee complete security.

### Right of Access

Individuals have the right to access their personal data and supplementary information. Please contact Lisa Riordan (Owner/Manager) at [lculloty@hotmail.com](mailto:lculloty@hotmail.com). We will acknowledge your request and respond to you within 1 month.

### Right to Rectification

Please advise the service of any changes in your or your child's personal information, as soon as possible. Should you believe that any personal data we hold on you is incomplete or incorrect complete, you have the ability to request to see this information and have it rectified.

### Right to Erasure

In certain circumstances, data subjects have the right to erasure of their data. Please contact the Lisa Riordan (Owner/Manager) at [lculloty@hotmail.com](mailto:lculloty@hotmail.com) or in writing to Lisa's Little Lions, Knocknagree, Mallow. Co.Cork. We will acknowledge your request and respond to you within 1 month. This is not an absolute right and only applies in certain circumstances.

### Right to Restrict Processing

Individuals have the right to request the restriction or suppression of their personal data. Please contact Lisa Riordan (Owner/Manager) at [lculloty@hotmail.com](mailto:lculloty@hotmail.com). We will acknowledge your request and respond to you within 1 month. This is not an absolute right and only applies in certain circumstances.

### Right to Object

You have the right to object and be removed from any direct marketing emails

### Right to be Informed

This privacy policy explains what information we need to collect and how we use it.

### Right to Portability

Data subjects can ask that their personal data be transferred to them or a third party in machine readable format (Word, PDF, etc.). However, such requests can only be fulfilled if the data in question is:

- \* provided by the data subject to the service,
- \* is processed automatically and
- \* Is processed based on consent or fulfilment of a contract.

In the event, that you wish to complain about how we have handled your personal data, please contact Lisa Riordan (Owner/Manager) of Lisa's Little Lions at [lculloty@hotmail.com](mailto:lculloty@hotmail.com) in writing. Lisa Riordan (Owner/Manager) will then investigate your complaint and work with you to resolve the matter.

If you still feel that your personal data has not been handled appropriately according to the law, you can contact Irish Data Protection Authority and file a complaint with them.

## Employee Personal Data Protection Policy –GDPR

This Policy applies to the processing of employee's personal data by any individual within or associated with Lisa's Little Lions.

All employees either permanent or temporary, all contractors, all volunteers and students must read and understand this document, so they are fully aligned with the policy of Lisa's Little Lions.

### Reference documents

- EU GDPR 2016/679 (Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC)
- Irish Data Protection Act, 1988 and Amended Act 2003

There are certain legal documents that are relevant to this policy and we refer to these documents throughout. For your information these documents are listed below:

**Personal Data:** Any information relating to an identified or identifiable natural person who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier, or to one or more factors specific to the physical, physiological, mental, economic, cultural, or social identity of that natural person. Personal Data includes a natural person's email address, telephone number, biometric information (such as fingerprint), location data, IP address, health care information, religious beliefs, Social Security number, marital status etc.

**Sensitive Personal Data:** Particularly sensitive in relation to fundamental rights and freedoms, where disclosure of such data could lead to physical damage, financial loss, damage to the reputation, identity theft or fraud or discrimination etc. Sensitive personal data usually includes but not limited to personal data revealing racial or ethnic origin, political opinion, religious or philosophical belief, or trade union membership, as well as genetic data, biometric data (fingerprint) for the purpose of uniquely identifying a natural person, and data concerning a natural person's health or sexual orientation.

### ***Processing:***

An operation or set of operations which is performed on Personal Data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure, transmission, dissemination, restriction, erasure, or destruction of the data.

### **Data Controller**

The natural or legal person, public authority, agency or any other body, which alone or jointly with others, determines the purpose and means of the Processing of Personal data.

### **Data Processor:**

A natural or legal person, public authority, agency or any other body which processes personal data on behalf of a Data Controller.

## **General Principles for Processing Employee Personal Data**

*Personal data must be processed lawfully, fairly and in a transparent manner in relation to the data subject.*

There are three components to this principle;

- Lawfulness,
- Fairness
- Transparency

They are all linked. The person must be told what processing will occur (Transparent), the actual processing must match this description (Fair), and finally the processing must match one of the six purposes specified in the GDPR (Lawful). When it comes to (Lawful) Lisa's Little Lions relies on a GDPR fundamentals which are contractual and consent for processing employee's data.

### **Purpose limitation**

*Personal data must be collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes.*

We must define up front what personal information we collect, how it is going to be used, for what purpose and we must limit using that information for that purpose(s) only.

We do that through our privacy notice, our terms and conditions and our consent forms.

For example, if we collect personal information from an employee and they have consented to that information being used as part of their employment I cannot use that information for any other purpose.

### **Data minimisation**

Personal data must be adequate, relevant, and limited to what is necessary in relation to the purposes for which they are processed.

Only collect/hold enough data to carry out the process, don't collect/hold what you don't need. Keep it minimal.

### **Accuracy**

Personal data must be accurate and, where necessary, kept up to date.

Any data that is being held needs to be accurate. Lisa's Little Lions strives to keep the personal information they hold up to date and accurate. Data Subjects, can request any information held on them by Lisa's Little Lions as this is their right, they can also request correction or completion of information relating them.

### **Storage period limitation**

Personal data must be kept for no longer than is necessary for the purposes for which the personal data are processed.

If the information is no longer required it should be securely disposed of. You should refer to the "Data Retention Policy" and the "Appendix – Data Retention Schedule" for information on why we keep data and for how long. They take into account the legal and contractual requirements and retention periods for information.

### **Integrity and confidentiality**

Processed in a manner that ensures appropriate security of personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage using appropriate technical and organisational measures

In summary, every employee does not need access to the personal information that Lisa's Little Lions collects. Only those that require access should have it. The physical security of the filing cabinets and rooms are to be considered and access to any electronic devices that hold personal data should be restricted accordingly.

### **Accountability**

Lisa's Little Lions is responsible for and must be able to demonstrate compliance with the principles outlined above.

If a third-party contractor, for example, a dance teacher, provides Lisa's Little Lions with services, Lisa's Little Lions have a contract of services with that third-party provider, that contract must include processes that outline that any personal information processed by the third party is being done so in compliance with the six principals outlined above. This is very important as Lisa's Little

Lions remain responsible for the personal data even if the third party are responsible for a data breach.

### **Legitimate Purposes for Processing Employee Personal Data**

Lisa's Little Lions may process employee Personal Data for legitimate purposes which include but not limited to:

- \* **Management.** This purpose includes human resource management activities carried out during recruitment or the performance of an employment contract, such as interviews, termination of employment, attendance, performance management, compensation and benefits, training, employee services, health and occupational safety, and other activities for the purpose of human resource management or protecting the vital interests of employee.
- \* **Operations.** This purpose includes business activities such as managing travel and expenses, managing company assets, providing IT services, information security, conducting internal audits and investigations, fulfilling the obligations of business contracts, and preparing for legal litigation, etc.
- \* **Compliance with the law.** The Processing of employee Personal Data in order to comply with a legal obligation, for example: Garda vetting, police vetting, confirmation of qualifications etc.

### **Requirements for the Processing of Employee Personal Data**

Any processing of Lisa's Little Lions employee Personal Data by individuals must be for a legitimate purpose, and must comply with the following requirements:

**Notification to Employees:** For the purpose of transparency of employee Personal Data Processing, when Lisa's Little Lions collects the Personal Data of an employee, the employee should be notified of the types of data being collected, the purpose and types of Processing, the employee's rights, and the security measures taken to protect the Personal Data. Notification may take the form of the publication or updating of statements on the protection of employee Personal Data, for example: the insertion of a privacy notice in employment contracts by the Employer.

**Employee Choice and Consent:** In principle, Lisa's Little Lions may Process employee Personal Data for a legitimate purpose as an employer and generally it may do so without obtaining the consent of the employee, to improve the efficiency of internal operation.

Human resource management activities such as interviews, on boarding, termination of employment, attendance, compensation and benefits, employee services, health and occupational safety may involve the Processing of Sensitive Personal Data. The employer shall seek consent where applicable.

Lisa's Little Lions must collect employee Personal Data for legitimate purposes and must comply with the principle of Data Minimisation. If the Personal Data of a job candidate or employee is collected from a third party (e.g. recruitment or background check agencies), Lisa's Little Lions must make best efforts to ensure that the third party obtained the Personal Data by legitimate means.

No individual may collect Personal Data of job candidates or employee in a way which is inconsistent with the law or business ethics.

### **Use, Retention, and Disposal**

Lisa's Little Lions must use, retain, and dispose of employee Personal Data in a manner which is consistent with the notification to the employee. It must also ensure its accuracy, integrity, and relevance. They must take appropriate security measures to protect the employee Personal Data from accidental or unlawful destruction, loss, alteration, unauthorized access, or disclosure according to Information security policy and other documents that describe data security.

Company individuals must not unlawfully destroy or alter employee Personal Data. They must not access, sell, or provide employee Personal Data to any third party unlawfully or without authorization.

### **Disclosure to a Third Party**

When Lisa's Little Lions needs to disclose employee Personal Data to a supplier or other third party (accountant for example) they should seek to ensure that the supplier or other third party will provide security measures to safeguard employee Personal Data that are appropriate. They should also require the third party to provide the same level of data protection as Lisa's Little Lions by contract or agreement.

### **Employee Access**

Lisa's Little Lions must provide reasonable means for employees to access Personal Data held about them and allow employees to update, correct, erase, or transmit their Personal Data if appropriate or required by law. When responding to an employee request for access, Company individuals may not provide any Personal Data until they have verified identity of the employee. The Company needs to make sure that they know the identity of the person making the request before they can send the personal data to the individual.

### **Cross-border transfer of Employee Personal Data**

Before transferring Personal Data out of a country, HR departments and individuals must consider whether the cross-border transfer is necessary or legal. When transferring employee personal Data out of the European Economic Area, the transferred and the transferee must have signed a data transfer agreement in compliance with EU regulations and Cross Border Data Transfer Policy. The transfer must provide adequate protection for the data transferred in accordance with the data transfer agreement.

## Responsibilities

Lisa Riordan (Owner/Manager) is responsible for the management of employee Personal Data protection.

## Response in the Event of Non-compliance

Any person who has knowledge of a data breach involving employee Personal Data should report it to the relevant persons within Lisa's Little Lions. When is necessary to report the data breach outside the Company, the Personal Data Breach Policy will be followed.

1. **Accountability:** Any individual who breaches this Policy may be subject to internal disciplinary action (up to and including termination of their employment); and may also face civil or criminal liability if their action violates the law.
2. **Exceptions and Variations:** Company individuals should also refer to this Policy when Processing the Personal Data of other personnel. "Other personnel" includes: (1) individuals seeking employment at Company; (2) individuals who have previously been employed by Company.

## **Owner and Contacts:**

Lisa Riordan (Owner/Manager) is the owner of this Policy and must interpret and manage it.

## **Validity and document management:**

This document is valid from 01.09.2023.

The owner of this document is Lisa's Riordan (Owner / Manager), who must check and, if necessary, update the document at least once a year.

## **Child Protection Policy**

Our service wants to work with children, parents and the community to ensure the safety of children and to give them the very best start in life.

Lisa's Little Lions School Aged Setting is committed to safeguarding the well-being of all the children and young people with whom our staff come into contact. Our policy on child protection is in accordance with "Children First – National Guidance for the Protection and Welfare of Children" and Our Duty to Care. The principles of good practice for the protection for children and



young people, we are committed to promoting the rights of the child to be protected, be listened to and have their own views taken into consideration.

This policy applies to all employees and volunteers who have contact with children and young people on our service or through their work on behalf of the preschool. It is of high importance to ensure all employees/ volunteers have an ability to recognise abuse as it can be defined in many ways.

Our aims are to:

- Create an environment in our preschool which encourages children to develop a positive self image, regardless of race, language, religion, culture or home background.
- Help children to establish and sustain satisfying relationships within their families, with peers and other adults.
- Encourage children to develop a sense of autonomy and independence.
- Enable children to have the self-confidence and the vocabulary to resist inappropriate approaches,
- Work with parents to build their understanding of and commitment to the welfare of all our children.

## Supporting Information

The *Children First National Guidelines* provide a guideline for recognition of child abuse. This document points out that the ability to recognise child abuse depends as much on a person's willingness to accept the possibility of its existence as it does on their knowledge and information.

It states that there are commonly three stages in the identification of a child abuse. These are:

### Stage One: Considering the Possibility

The possibility of child abuse should be considered if a child appears to have suffered a suspicious injury for which no reasonable explanation can be offered. It should also be considered if the child displays unusual or fearful response to parents/carers.

### Stage Two: Looking Out for Signs of Abuse

Signs of abuse can be physical, behavioural or development. They can exist in the relationships between children and parents/ carers or between children and other family members. A cluster or pattern of signs is likely to be more indicative of abuse. Children who are being abused may hint that they are being harmed and sometimes make direct disclosures. Disclosures should always be believed, less obvious signs should be gently explored with the child, without direct questioning. Play situations such as drawing or story telling may reveal information.

Most signs are non-specific and must be considered in the child's social and family context. It is important to always be open to alternative explanations for physical or behavioural signs of abuse. Sometimes, a specialist assessment may be required to clarify if particular concerns constitute abuse.

A list of abuse indicators can be found in Appendix one of the *Children First National Guidelines*. It is important to stress that no one indicator should be seen as conclusive in itself of abuse; it may indeed indicate conditions other than child abuse. All signs and symptoms must be examined in the total context of the child's situation and family circumstances.

### **Stage Three: Recording of Information**

If abuse is suspected, it is important to establish the grounds for concern by obtaining as much detailed information as possible. Observation should be accurately recorded and should include dates, times, names, locations, context and any other information which may be relevant.

The *Children First National Guidelines* also provide some important points to remember in relation to child abuse. These are listed here as follows but are elaborated on in the Guidelines:

- ❖ The severity of a sign does not necessarily equate with the severity of the abuse.
- ❖ Neglect is as potentially fatal as physical abuse.
- ❖ Child abuse is not restricted to any socio-economic group, gender or culture.
- ❖ Challenging behaviour by a child or young person should not render them liable to abuse.
- ❖ It is sometimes difficult to distinguish between indicators of child abuse and other adversities suffered by children and families.
- ❖ The aim of child protection services is to promote positive and enduring change in the lives of children and families.
- ❖ Society has a duty of care towards children.

The final point is an important prompt to somebody who suspects that a child in their care is being abused. The guidelines elaborate on this point by stating that parent/ carers are primarily responsible for the safety and welfare of the children in their care and that the health board is the statutory body responsible for child protection and welfare and must intervene when children are harmed or fail to receive adequate care. However, health board professionals are dependent on the co-operation of members of the public and professionals in contact with children to bring child care and protection concerns to their attention in as comprehensive a fashion as possible. Hence, a person suspecting a child in their care is being abused has a moral duty to firstly consider the possibility, look out for the signs of abuse, record the information and report to the health board professionals.

## Ongoing Support

Following a disclosure by a child, it is important that the service staff continue in a supportive relationship with the child. Disclosure is a huge step for many children. Adults should continue to offer support, particularly through:

- ✓ Maintaining a positive relationship with the child.
- ✓ Keeping lines of communication open by listening carefully to the child.
- ✓ Continuing to include the child in the usual activities.

Any further disclosure should be treated as first disclosure and responded to accordingly.

**The mandated person for reporting child abuse of Lisa's Little Lions Montessori is – Lisa Riordan**

## Response to Suspicion of Child Abuse

In situations where a suspicion/ concern may be deemed vague, i.e. where there is no specific allegation but there is some concern based on the emotional behaviour and/or physical presentation of behaviour of a child. It is recommended that the manager (Lisa Riordan) consults with a suitably qualified individual in the child protection and welfare field in order to assess whether or not a report is warranted, e.g. one of the Health Service Executive's designated officers. Details of the consultation should be recorded. A formal report to the HSE may follow as advised.

## Response to a Child Disclosing Child Abuse

- ✓ Be calm and natural as possible
- ✓ Remember that you have been approached because you are trusted and possibly liked.
- ✓ Do not panic.
- ✓ Be aware that disclosure can be very difficult for the child.
- ✓ Remember the child may initially be testing your reactions and may only fully open up over a period of time.
- ✓ Listen to what the child has to say. Give them the time and opportunity to tell as much as they are able and to wish to. Do not pressurise the child. Allow him/her to disclose at their own pace and in their own language.
- ✓ Be careful when asking questions. Questions should be supportive and for purpose of clarification. Avoid leading questions such as asking whether a specific person carried out the abuse. Also avoid asking about intimate details or suggesting that something else could have happened other than what you have been told. Such questions and suggestions could complicate the official investigation.
- ✓ Assure the child that you believe them. False disclosures are very rare.

- ✓ It is important therefore, to avoid expressing any judgement on, or anger towards, the alleged perpetrator, while talking with the child.
- ✓ It may be necessary to reassure the child that your feelings towards him/her have not been affected in a negative way as a result of what she/he has disclosed.
- ✓ Do not promise to keep secrets. At the earliest opportunity tell the child that:
  - You acknowledge that they have come to you because they trust you.
  - There are secrets, which are not helpful and should not be kept because they make matters worse. Such secrets hide things that need to be known of people are to be helped and protected from further ongoing hurt.
- ✓ By refusing to make a commitment to secrecy to the child, you do run the risk that they may not tell you everything or indeed anything, there and then. However, it is better to do this than tell a lie and ruin the child's confidence in yet another adult. By being honest, it is more likely that the child will return to you at another time.
- ✓ Promises that cannot be kept should not be made to children.

### Child Protection Reporting Procedure

In cases of suspected child abuse, the right of the child to be protected is paramount. It is always our policy to take action if abuse is suspected. These procedures apply whether the abuse takes place within the service or outside once it comes to the notice of the facility staff. The previous supporting information should be read, understood clearly by all staff and parents together with the procedures to be taken as outlined below in the event of a child protection situation arising.

The reporting procedure in respect of a child, together with the reporting procedure if the disclosure of abuse is alleged against an employee or other workers at Lisa's Little Lions follows:

### Reporting Procedure in Respect of a Child

1. Any member of staff who suspects that a child in the centre has been abused is obliged to verbally relay their concern to the Manager Lisa Riordan, as a matter of urgency.
2. The member of staff, to whom the child has disclosed the allegation, should record in writing what the child has said, including as far as possible, the exact words utilised by the child.
3. The manager, or other, must record the details of this report on the Child Protection Form, which must then be signed by the person making the report.
4. The HSE representative must be informed immediately.
5. The manager (Lisa Riordan) will make every effort to contact the parents to discuss the disclosure made by the child. A written record will be kept of this meeting with the parents.
6. Immediate action must be taken to protect the child in question and indeed any other children who may be considered at 'risk'.

7. A child will never be interviewed regarding the allegation by any staff of the facility; however, all comments by the child will be noted.
8. In cases of emergency, where a child appears to be at immediate and serious risk and a duty social worker is unavailable, An Garda Síochána should be contacted. Under no circumstances should a child be left in a dangerous situation pending Health Board intervention.
9. It is the duty of the manager (Lisa Riordan) to undertake the preliminary investigations following allegations of abuse. It is not the duty of any other member of staff to act on the manager's behalf unless otherwise requested.
10. It is responsibility of the manager, or those acting on her behalf, to determine what actions need to be taken including reporting to statutory agencies.
11. The confidentiality of the child and family should be respected with due regard to the Department of Health Guidelines 'Children First' which state 'giving information to others for the protection of a child is not a breach of confidentiality'.
12. The information provided on the child protection form will be used by the HSE and An Garda Síochána in the follow up on an allegation of abuse.

Lisa's Little Lions will take care to ensure that actions taken by them do not undermine or frustrate any investigations being conducted by the HSE or An Garda Síochána. A close liaison will be maintained with these authorities to achieve this.

#### Reporting Procedures – Mandated Persons Only

- \* Under the *Children First Act 2015* Mandated Persons are legally required to report any knowledge, belief or reasonable suspicion that a child has been harmed, is being harmed, or is at risk of being harmed to Tusla.
- \* Mandated Persons should bring any child protection concerns to the attention of the Designated Liaison Person (DLP) without delay.
- \* If the child protection concern reaches the threshold for harm as defined in the *Children First Act 2015* it is a mandated report. The Mandated Person may seek advice and guidance from the DLP in relation to the child protection concern and the threshold of harm.
- \* Mandated reports will be made **jointly** by the Mandated Person (who raised the concern) and the DLP, using the Child Protection and Welfare Report Form (available on [www.tusla.ie](http://www.tusla.ie)) the form must be clearly indicate that the report is a Mandated Report.
- \* If the child protection concern requires a more urgent intervention to make the child safe, the *Children First Act 2015* allows Mandated Persons to alert Tusla of the concern, by telephone or in person, in advance of submitting a written report. The mandated report

must then be submitted to Túsla using the Child Protection and Welfare Report Form within 3 days.

- \* The statutory obligation of Mandated Persons to report under the *Children First Act 2015* **must be discharged by the Mandated Person** and cannot be discharged by the DLP on their behalf. Mandated Persons can however, report jointly with another person.
- \* Where the Mandated Person or DLP is unsure if the report meets the threshold of harm as outlined in the *Children First Act 2015* advice and guidance should be sought through informal consultation with Tusla Duty Social Work.
- \* If a child protection concern does not meet the criteria for a mandated report. It may meet 'reasonable grounds for concern' for a report to Tusla and this possibility must be considered. If 'reasonable ground for concern' exist a report to Tusla will be made by the DLP. For more information on 'reasonable grounds for concern'.
- \* The Mandated Person may submit the report to Tusla solely, however, the DLP must be informed that the report has been made and be given a copy of the Child Protection and Welfare Report Form.
- \* If a child protection concern has come to the attention of a number of Mandated Persons, the report may be submitted jointly by a number of Mandated Persons.
- \* Mandated Persons are not required to make a report to Tusla where the sole basis of their knowledge, belief or suspicion of harm is of a result of becoming aware that another Mandated Person has made a report to Tusla.

### Response to Allegations of Abuse against Employees, Volunteers, Students

Allegations of abuse may be made against adults working with children, employees, volunteers, students and childminders. The National Guidelines (1999) are offered to assist managers in having due regard for the rights and interest of the child on the one hand and those of the employee against whom the allegation is made on the other hand.

### Employer's Responsibility to Report Employees to Statutory Authorities

Where an employer becomes aware of an allegation of abuse by the employee the standard procedure for reporting allegations to the HSE should be followed without delay.

Action taken in reporting an allegation of child abuse against an employee should be based on an opinion formed reasonably and in good faith. When an allegation is received it should be assessed promptly and carefully. It will be necessary to decide whether a formal report should be made to the HSE. This decision should be based on reasonable grounds for concern as outlined earlier.

### General Procedures

It is important to note that there are two procedures to be followed here:

1. The reporting procedure in respect of the child
2. The procedure for dealing with the employee.

The same person should not have responsibility for dealing with both the reporting issues and the employment issues. It is preferable to separate these issues and manage them independently. The reporting procedures should be followed in the event of suspicion or disclosure of abuse against any employee. Staff/ volunteers may be subjected to erroneous or malicious allegations.

Therefore, any allegation of abuse should be dealt with sensitively and support provided for staff, including counselling where necessary. However, the primary goal is to protect the child while taking care to treat the employee fairly.

### Reporting Procedure for Dealing with and Allegation against an Employee/ Other Worker

An employee is a paid member of staff of Lisa's Little Lions or a Volunteer. An 'Other Worker' may be a student, volunteer, parent or other person working within Lisa's Little Lions Montessori.

1. If an allegation is made against an employee or other person working within Lisa's Little Lions to another employee or other person they must verbally inform the manager (Lisa Riordan) immediately and record what they have been told or what they may have observed.
2. If the allegation is made against a staff member or other person working at Lisa's Little Lions, they must not, under any condition, approach the staff member against whom the allegation are made.
3. The HSE representative must be informed immediately.
4. Where the allegation has been made against the manager, reports are made to a senior member of staff, with the HSE taking on more involved role.
5. The same person's will not have responsibility for dealing with both reporting issues and the employment issues. The HSE will nominate persons.

6. An appointed member of the HSE should then communicate to the alleged perpetrator that an allegation has been made against his/her and the nature of the allegation.
7. In the case of a staff member of person working in Lisa's Little Lions this will be in the presence of the manager or senior member of staff.
8. In the case of a parent/guardian or other, the manager will make every attempt to contact and meet with the parents to discuss the disclosure made by the child. Only if the manager feels that the nature of the disclosure would put the child at greater risk they should not contact the parents, in these circumstances. The representative of the health board should be consulted in this regard.
9. The parents/ guardian of the alleged victim should be informed of proceedings directly following the management being informed.
10. Of the person whom the allegation has been made about is not an employee or other worker the matter is then a matter for the statutory authorities.
11. If a staff member or other worker in Lisa's Little Lions reports an allegation against another staff member or other or other worker the name or any identifying information of the reporting adult is not to be given to the person to whom the allegation has been against.
12. The staff member or other person against whom the allegation has been made will be offered the opportunity to respond to the allegations. They should also be informed of their right to an adjournment of the meeting until such time as they can seek appropriate representation (e.g. legal representation) the action will be guided by the agreed procedures, the applicable employment contract and the rules of natural justice. While adhering to the principle of natural justice enshrined within our constitution in relation to the rights of the accused, the vulnerability of the alleged victim must be foremost in our mind, therefore, any postponement must be afforded within a reasonable time frame, (i.e. in 24 hours).
13. The management must suspend the accused member of staff immediately with full pay until investigation has been completed. As outlined in points 5 and 12 of this section and this time a parallel investigation must be set up with regard to the discipline procedure process and due recognition given to the member of staff's employment status.
14. All matters relating to the allegations, including the response of the alleged perpetrator should be related, in writing, to the childcare manager of the HSE, usually via the Senior Social Worker.



15. Reporting staff members should be informed that the matter is being dealt with and remind of their obligation to confidentiality.
16. Only the reporting member of staff, the manager, investigating persons, the parent/guardian, and the senior social worker, should know the name of the accused person.
17. Should a staff member following the investigations be reinstated with no disciplinary action this should be taken that no blame/ fault/ suspicion is attached to them. If required Lisa's Little Lions will ensure that the staff member receives support e.g. external counselling, if requested or warranted.
18. Lisa's Little Lions will take care to ensure that actions taken by them do not undermine or frustrate any investigations being conducted by the HSE or An Garda Síochana. A close liaison will be maintained with these authorities to achieve this.

### Code of Behaviour between Staff and Children

For the practitioners of all concerned (staff, volunteers, children and young people) the following are guidelines on what is expected, and what is not accepted with respect to their behaviour.

- Staff should be sensitive to the risks involved in participating in contact sports or other activities.
- While physical contact is valid way of comforting, reassuring and showing concern for children, it should only take place when it is acceptable to all concerned.
- Staff should never physically punish or be in any way verbally abusive to a child, nor should they even tell jokes of a sexual nature in the presence of children.
- Staff should be sensitive to the possibility of developing favouritism, or becoming over involved or spending a great deal of time with any one child.
- Children should be encouraged to report cases of bullying to staff. Complaints must be brought to the attention of management.
- Out preschool aims to develop a positive attitude amongst staff and children that respects the personal space, safety and privacy of individuals.
- It is not recommended that staff give lifts in their car to individual young people.

### Training

We seek out training opportunities for all adults involved in the preschool to ensure that they are able to recognise the signs and symptoms of possible physical abuse, emotional abuse, sexual abuse and neglect and that they are aware of the guidelines for making referrals. We ensure that all staff knows the procedures for reporting and recording their concerns.

## Room Planning for Supervision

The layout of the preschool room allows for constant supervision. When children need to spend time away from the rest of the group, the entrance door contains a separate closed off area but also allows supervision.

## Disclosures

Where a child makes a disclosure to staff, that a member of staff:

- ❖ Offers reassurance to the child
- ❖ Listens to the child
- ❖ Give reassurance that they will take action.

The member of staff does not question the child.

## Child Safeguarding Statement

Lisa's Little Lions is an School Aged Setting, for children aged four to twelve years of age.

It is the mission of Lisa's Little Lions to provide a happy, safe, secure, friendly, learning environment where children, parents and teachers work in partnership, where each individual child is valued, encouraged and respected for his/her uniqueness and is allowed to develop to his/her full potential. At Lisa's Little Lions we aim to meet our statutory obligations as laid out in the *Children First Act 2015* to keep children safe from harm while they are using our service.

### Our commitment to safeguard children from harm:

We are committed to safeguarding the children in our care and to provide a safe environment in which they can learn, play and develop. The welfare of all children in our service is paramount.

We are committed to upholding each child's right to be protected from harm and kept safe, listened to and heard.

This policy has been developed with reference to Children First: National Guidance for the Protection and Welfare of Children 2017, the TUSLA Children First – Child Safeguarding Guide 2017, and the Children First Act 2015.

As with all policies contained within this booklet, this policy declaration applies to all staff, volunteers, members and students on work placement in our service.

Our appointed Designated Liaison Person is Lisa Riordan

### Risk assessment:

In accordance with the Children First Act 2015, our service has carried out an assessment of any potential harm to a child while attending the service or participating in service activities. This assessment is available on request.

### Child safeguarding policies and procedures:

- We have appointed a designated liaison person and a deputy designated liaison person;
- We have a child protection and welfare reporting policy in place (see our **Child Protection Policy** – see below), which includes:
  - our policy for dealing with allegations of abuse or neglect against employees;
  - our procedure for managing child protection records;
  - our confidentiality policy with respect to the safeguarding of children; and
  - relevant aspects of our recruitment policy with respect to child protection.
 We have a **recruitment policy** and **garda vetting policy** (see policies above) in place.
- We have a code of behaviour in place (see above).
- All staff have completed the TUSLA eLearning module – *Introduction to Children First* and relevant staff have attended Always Children First Child Protection Training.
- As part of our induction policy, staff are required to review, understand and agree to all policies included in this booklet, including this safeguarding statement.
- We have the following other relevant policies in place:
  - **Complaints policy**
  - **Policy on accidents and incidents**

### Procedures

Our Child Safeguarding Statement has been developed in line with requirements under the *Children First Act 2015, the Children First: National Guidance, and Tusla's Child Safeguarding: A Guide for Policy, Procedure and Practice*.

The following procedures support our intention to safeguard children while they are availing of our service:

- ❖ Procedure for the management of allegations of abuse or misconduct against workers/volunteers of a child availing of our service.
- ❖ Procedure for safe recruitment and selection of workers and volunteers to work with children.
- ❖ Procedure for provision of an access to child safeguarding training and information, including the identification of the occurrence of harm.
- ❖ Procedure for the reporting of child protection or welfare concerns to Tusla.
- ❖ Procedure for maintaining a list of the persons (if any) in the relevant service who are mandated persons.
- ❖ Procedure for appointing a relevant person.

All procedures listed are available upon request.

## Risk Management Policy

We are committed to safeguarding children, staff, parents and all visitors to our setting. We have policies, procedures and practises in place to ensure that we are providing a safe place for children, staff, parents and visitors to be.

The day to day risks within the setting environment, both indoors and outdoors are considered on an ongoing basis and staff are vigilant of risks as they emerge and take precautions to reduce or eliminate the risk.

A yearly review of the premises also take place and provides an opportunity to highlight areas of potential risk thus enabling staff to put measures in place to prevent and reduce risk.

The persons responsible for conducting risk assessments (or arranging for such risk assessments to be conducted) in Lisa Little Lions is:

**Lisa Riordan**

## Implementation

We recognise that implementation is an ongoing process. Our service is committed to the implementation of this Child Safeguarding Statement and the procedures that support our intention to keep children safe from harm while availing of our service. This Child Safeguarding Statement will be reviewed annually or as soon as practicable after there has been a material change in any matter to which the statement refers.

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_

(Provider)

### Provider's name and contact details:

Lisa Riordan.

Lisa's Little Lions Montessori.

Knocknagree,

Mallow,

Co.Cork

## Health Policy

It is the policy of our service to promote a healthy lifestyle through prevention of illness and establishing healthy eating patterns.

## Policy on Healthy Eating

- \* We promote healthy eating in our setting.
- \* We recommend that parents provide **children with a variety of healthy and nutritious food** for an after school snack.
- \* Parents whose child/ren are staying on for **the after school** until 5pm are required to provide their child with an additional meal from their original snack.
- \* We also ask parents to ensure that the **food is appropriate to the ages, development and needs of the child** and that it is ready to eat and do not require preparation by staff.
- \* **Food is available to children if they are hungry** at any time during the session.
- \* If a child has forgot their snack, **the service will provide a healthy nutritious back up snack** for that child.
- \* **Drinking water is available at all times (the children can go to their bag to get a drink as they please throughout the session).**
- \* We ask parents to ensure the food **portion sizes are appropriate to the age of their child.**
- \* Parents are advised if their child has not eaten at home time.
- \* **Staff sit with children during snack time and encourage good eating habits.**
- \* Snack times are appropriately supervised and children are not allowed to walk about with food and drinks.
- \* Parents are advised to inform the service of **any special diets or allergies** in relation to their child, this information is made available to all staff.
- \* Children are not allowed to share their food and drink with other children.
- \* The washing of hands before all snack times is part of the setting's routine.
- \* **Parents are given safety and nutrition guidance with regard to healthy lunches and snacks.** We believe that good nutrition helps to safeguard children's well-being throughout their lives.
- \* We are a nut free childcare facility.
- \* To minimise choking hazards, no popcorn will be offered as snacks and all fruit and vegetables must be quartered or halved.
- \* In line with the Food Information for Consumers Regulation, we will be listing any potential allergens that are used during baking prior to consumption via a label placed on the baked item for your attention.
- \* All food in the setting will be stored, prepared and served using good food safety practices.
- \* Children will be encouraged to play outside every day, weather permitting, to ensure they receive sunlight which helps their bodies to make vitamin D.
- \* *Children with specific allergies-*
  - When a child attends our service with additional allergies, a notice is sent to all parents of children attending the class in which the child with allergies attends outlining the allergies the child has and requesting their cooperating with minimising the risk through preventing their own children from bringing foods to the classroom which may cause a reaction where possible.

- A chart is kept in each room and the kitchen with the name of the child, a photo of the child and the allergy type.
- When providing food to children, great care is taken to ensure no allergic food type will come into contact with other foods.
- In the event of severe allergic reactions, the use of an injectable adrenaline aka Epi-pen/Anapen/Jext may be required. Staff are trained monthly in their use and what to do in the event of anaphylactic shock. See our accident and incident policy and our critical incident response plan.
- \* **Parents are asked not to send sweets, chocolate, crisps, popcorn, biscuits or fizzy drinks** to the setting; inclusion of these items is not only unhealthy for your children but also unfair to other children who are adhering to the healthy eating policy.
- \* Parents are asked to ensure any perishable items are labelled with their child's name as they will be stored in a fridge until snack time to ensure they are maintained at a safe temperature prior to consumption.
- \* Parents are asked to ensure their child's snack is sent in a lunch box which is then stored in a lunch bag. This is to ensure that the lunch bag remains clean and that any leftovers snack or lunch can be returned home in the child's lunch box without soiling the child's bag.
- \* Parents are also asked to check and clean their child's bottle is not prone to spilling or leaking.

## Policy on Administration of Medication

### Medicine Administered:

- \* If a child requires specific medications to be administered it is the parent's responsibility to arrange this with staff.
- \* The parents will outline how to administer the medication and will complete a form on the administration of medication each day that the medication is to be administered.
- \* All over the counter medications will be administered according to the manufacturer's instructions.
- \* Prescription medication must be given according to the medical instructions given when dispensed.
- \* It is the parent's responsibility to ensure that this is facilitated and that a letter or copy of the prescription from the GP needs to be given to staff and will be stored with the medication.
- \* Where there is a requirement to give or supervise an injection type medication, the parents will arrange training for the staff to enable them to do so safely.
- \* Where administration of a medication requires technical skills, eg suppositories which are beyond the scope of the staff in the service, the preschool will seek guidance/ training from the relevant professional in consultation with the parent.

- \* We will administer hypoallergenic plasters if the need arises. Parents who are aware of an allergy to this type of plaster should advise the preschool when completing their child's registration.

### Emergency Medications

- \* At all times the care of the child is paramount.
- \* Staff will take appropriate actions to ensure the health, safety and welfare of the children in their care.
- \* This may include the administration of medication, especially in an emergency situation, e.g. Febrile convulsion, epileptic seizure, allergic reactions, seizure/s and asthma attack.

### Parental Consent

- \* At the time of registration parents written permission for emergency medical treatment is sought. Parents sign and date their consent.
- \* Should a child require prescribed medication to be administered during their time at preschool the parents of the child will have to notify the preschool in writing or detail this on the child's registration form.
- \* A consent form of Authorisation Release and indemnification Agreement will have to be signed by the parents.
- \* Parents must provide written details of medication that is being self-administered and kept by a child.
- \* Where an arrangement is in place for a child to administer that the service will maintain clear risk assessments and recordings to support this arrangement.

### Persons Responsible for the Administration of Medications

Lisa Riordan is the staff member responsible for administration of medication within the setting should the need arise.

### Second person to check and countersign

- \* One Staff member will administer the medication and record the details on the administration of medication form.
- \* Another person will witness the administration of medication, check and countersign the form.

### The 5 rights of Medication Administration:

Prior to administration of medication, staff will **check the expiry date** on the medication, check that they are administering the:

1. **Correct dose**
2. **Correct medication**
3. **Correct child**
4. **Correct time**
5. **Correct route**

### Medical History of the child

- \* Each child's medical history must be provided to the preschool on registration.
- \* For any new medications, a child must have received the medications for at least 24 hours prior to being given the medication in the preschool.
- \* Parents must inform the preschool of any relevant changes in their child's recommended use of a medication.
- \* If a child is already on medications:
  - Parents must review the existing plan in place in the preschool relevant to their child.
  - Update staff on changes or additional medications required to be administered and the usual protocols will be followed.

### Use of Antifebrile Medication

- \* When the body temperature of a child rises beyond a safe limit it is of 38°C or above it is important that an anti-febrile agent is administered quickly.
- \* As with any medications the amount, time, date and signature is recorded.
- \* If a child's temperature rises beyond safe limit of 38°C or above the child's parents will be contacted prior to administration to inform them of the situation.
- \* If the child's parents cannot be contacted the antifebrile agent will be administered to the child as it would be deemed an emergency situation for which parents have signed and agreed their consent on registration.

### Storage of Medications and Labelling

- \* The preschool will store antifebrile agents Calpol and Nurofen out of reach of children.
- \* If parents wish to provide the preschool with an antifebrile agent it must be clearly labelled with the child's name and will be stored as per the preschool policy.
- \* Medication supplied by parents must be stored in its original container.



- \* It will then be placed in a zip lock bag or clear container along with the correct equipment with the child's details, photo and written protocol for administration which is then stored out of children's reach.
- \* The storage, consent and administration of the medication will be detailed in the medication protocol.

### Emergency Details

In the event of an emergency, adverse reaction or medication error the following arrangements are in place to ensure that medical assistance is summoned promptly:

- A second adult is available during session opening hours.
- There is access to a phone on site.
- All contact numbers for parents/ carers are readily available.
- Details of each child's doctor are recorded on registration forms and a list is present in the first aid box along with numbers for the pharmacist, GP and nurse.
- The parents signed consent forms for agreement for medical treatment are located in each child's file.

### Sunscreen

- \* Lisa's Little Lions request that parents apply sunscreen to their child.
- \* Parents must send in sun cream suitable for their child with the child's name clearly labelled.
- \* Teachers will apply sun cream to the children when appropriate and where the parent has provided sun cream.
- \* Teachers will ensure that the child wears a sun hat when provided by the parent.

### Allergy & Anaphylactic Policy

The preschool does not purport to be, nor can it be deemed to be free of food items and non-food items that may lead to a severe allergic or anaphylactic reaction. The service will make every reasonable effort to reduce the risk to children with severe allergies or anaphylaxis.

Due to the serious nature of an anaphylactic reaction, it is important to reduce the risk of exposure of the child to the allergen as much as possible. As there is a potential risk of exposure of the affected child being exposed to the allergen by eating another child's lunch, we will notify parents of all children attending the preschool to inform them of the situation and urge them to ensure that their own child's lunch is free from the allergen. When parents are preparing their children's

lunch they are to check to ensure that all the ingredients are free from the allergen that they have been notified about.

It is the responsibility of the parent and/ or guardian to inform the preschool that his or her child has allergies or is anaphylactic or potentially anaphylactic. This must be listed on the registration form and also verbally notified to the manager/ supervisor. All staff will be made aware of these children.

The parents of the child will provide the preschool with a letter stating that their child has an allergy and request that a member of staff be instructed in the administration of an Epipen/Anapen. This can be arranged by the parents at the child's GP. First aiders may administer an Epipen/Anapen if they are dealing with a life threatening emergency in a casualty who has been prescribed and is in possession of an Epipen/Anapen and where the first aider is trained to use it.

The parents will have to sign an Epipen/Anapen Authorisation Release and Indemnification Agreement before their child can attend the preschool.

Parents of an anaphylactic child must provide a minimum of 2 Epipens/Anapens to be left at the preschool. The parent must promptly replace the Epipens when the expiry date is reached. The Epipen/Anapen will be stored out of children's reach in a bag clearly labelled with the child's name, Epipen/Anapen expiry date, specific allergy and a picture of the child. The expiry date will be checked monthly when checking the contents of the first aid box. If the Epipen/Anapen has expired, the parent will be required to supply another by the next day of class. The parents must inform the school of any relevant changes in their child's recommended use of an Epipen/Anapen.

## **Policy of Infection Control**

It is our policy to protect all children attending the setting and all persons working in our service from the transmission of infections. The health and well being of all children, staff and visitors to our service is paramount and our aim is to prevent and manage any infection which may be present in the service. This policy will be available onsite and communicated through email to parents, staff and school aged children.

Infection can lead to serious ill health among infants and young children. Infection control procedures seek to reduce the risk of children getting sick in a service by ensuring good hygiene is followed and the risk of infection is minimized.

## Prevention and Infection Control

The following measures or procedures are followed to protect children attending the service from the transmission of infections and to protect persons working in the service from the transmission of infections.

Three basic principles underlie all infectious disease prevention in childcare settings. These are:

- \* **Hand Hygiene:** Hand washing should be used at every opportunity.
- \* **Immunization:** All children and staff should be appropriately immunized.
- \* **Sickness Exclusion** – Any un-well staff member or child should be excluded.

We have a hand washing policy which all staff promote and model for children, after using the toilet before eating/preparing food, after wiping noses, waste disposal and mopping up spills.

Our immunization policy will be followed at all times with all children and staff.

Parents are asked to keep their child at home if they have an infectious illness with our illness and exclusion policy as set out in the *HSE guidelines: Managing an infectious disease in childcare settings*.

Staff will also adhere to our illness and exclusion policy.

When a child or staff member is diagnosed with an infection, the HSE guidelines for exclusion will be followed.

We reinforce good practise regarding keeping the environment clean and safe.

Daily and weekly cleaning schedules are in place and records are kept.

All staff receive regular support and supervision in relation to infection control and training in provided.

We maintain a good stock of cleaning products and tools to ensure that hygiene practises can be carried out at all times.

Children are discouraged from sharing food or drinks with each other.

## Immunization

The setting encourages parents to ensure that their children are fully up to date with their immunizations. Parents are expected to complete the immunization record for their child on registration. The child's immunization records are maintained by the service. Procedures are in

place for the management of the children who are not immunized. This includes notifying parents immediately in the event of a breakout of an infectious disease.

## Sickness Exclusion

- \* It is crucial that any children or staff members who are unwell should not attend the childcare facility. Copies of 'Guide to infection Prevention & Control for Childcare Facilities' & 'Infectious Disease Exclusion Recommendations for the Childcare Setting' are available in the preschool.
- \* If the child becomes ill at the preschool we will ask the parent or carer to collect the child.
- \* Fresh air and exercise significantly enhances the health and growth of a child. Parents who feel their child is too ill to participate in outdoor activity, will be advised to keep her/him home for an extra day to ensure a complete recovery.
- \* If your child is absent from preschool, it is important to inform the preschool as soon as possible as to the reason for your child's absence.
- \* If the absence is due to illness, the exact nature of the illness, list of symptoms and onset of symptoms need to be recorded by the preschool.
- \* The following table outlines the procedures for the exclusion from the service due to illness.

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

## Contingency Plan and Communication in relation to Infectious Disease

- \* Copies of 'Guide to Infection Prevention & Control for Childcare Facilities' and 'Management of Infectious Diseases in Childcare Facilities and Other Childcare Settings' are present in the preschool.
- \* The service will ensure that the appropriate procedures are followed in relation to notifiable infectious disease.

- \* If in any doubt about a particular case the preschool will consult with the department of Public Health.
- \* If a parent knows or suspects that their child has a contagious disease that are advised to call the preschool to let the staff know, to take the child to a doctor to corroborate the diagnosis and to receive medication (if required). Parents/guardians are advised to request a doctor's note that describes the condition and when it is safe for the child to return to the service.
- \* Occurrence of infectious diseases in children and staff which could have a potential impact on other children and staff of the preschool will be recorded.
- \* We will inform other parents and carers of the infectious and sickness so that they can observe their own children, but we will respect confidentiality by not identifying the child(ren) concerned.
- \* In the event of an outbreak the service will review the everyday activities to ensure that the preventative measures highlighted above are followed.

## Hygiene Policy

### Hand Hygiene:

Staff are vigilant of hand washing by children – particularly after toileting, before eating and after touching bodily secretions e.g. wiping nose.

Awareness of personal hygiene and germs is incorporated into the curriculum as is good hand washing technique.

Tissues and disposable hand towels are provided.

Adults wash hands before beginning work, helping children with their snacks, after toileting, after using a tissue, or helping a child use a tissue, and after contact with any bodily secretions.

Disposable gloves are available to use.

Good hand washing technique is displayed behind the sinks.

The following Good Hand Hygiene Practise is on display.

### Good Hand Hygiene Practise

*You need to wash your hands and children's hands.*

- ✓ With warm water and liquid soap
- ✓ Dry properly with paper towels

- ✓ Alcohol rubs are useful but they will not kill germs that cause diarrhea.
- ✓ Always cover cuts with waterproof plasters
- ✓ Use a good hand cream to protect staff skin
- ✓ Wet wipes are also useful for children's hands
- ✓ Keep nails clean, short and unpolished
- ✓ Long sleeves are not recommended

#### *When to wash your hands (staff & children)*

- ✓ If your hands are dirty
- ✓ If you have been in contact with blood or body fluids (faeces, vomit, spit, nappies, pads, pus and urine)
- ✓ If you use the toilet
- ✓ Before you eat
- ✓ Before you prepare food
- ✓ After you touch raw meat
- ✓ After cleaning
- ✓ After feeding or touching pets
- ✓ After farming or gardening
- ✓ After handling waste or rubbish
- ✓ After washing soiled clothes
- ✓ After you cough or sneeze
- ✓ After you remove gloves

#### **Respiratory Hygiene (coughs & colds)**

- ✓ Turn your head away from others when you cough or sneeze, or cough or sneeze into the elbow.
- ✓ Use a tissue to cover your nose and mouth
- ✓ Drop your tissue into a waste bin
- ✓ No tissue? Use your sleeve
- ✓ Clean your hands after discarding tissue using soap and water or alcohol gel for at least 15 seconds.

#### **Toileting/Changing Policy**

- \* Children have access to the toilets at all times during the session and do not need to ask permission to use the toilet.
- \* For the child's sake accidents will be dealt with as discreetly as possible. The service will be very sensitive to the child's feelings if such an incident occurs.
- \* The child's parent will be informed of the incident upon collection of their child.

- \* The preschool will keep a supply of disposable gloves, baby wipes, nappy sacks, disinfectant surface wipes and disinfectant floor wipes in stock to ensure quick and easy hygienic care of children when required.

## Cleaning Policy

Area/ Item to be Cleaned	Frequently Of Cleaning	Method	Cleaning Solution
Tables and Chairs	Daily	Wiping	Surface Disinfect spray with blue microfiber cloth
Floor in Class Room	Daily	Sweeping & Washing	Cleaned by cleaner after the session is complete
Floor in Entrance	Daily	Sweeping & Washing	Floor wipes or disinfectant floor cleaner With a mop and bucket
Floor in Toilets	Daily	Sweeping & Washing	Floor wipes or disinfectant floor cleaner With mop and bucket
Sinks in Toilets	Daily	Wiping Washing	Cleaned by a cleaner after the session is Complete.
Toilets	Daily	Washing	Cleaned by a cleaner after the session is Complete.

## Policy on Accidents and Incidents

We are committed to safeguarding children, staff, parents and all visitors to our setting. We have policies, procedures and practises in place to ensure that we are providing a safe place for children, staff, parents and visitors.

## Prevention of Accidents and Incidents

- \* Lisa Riordan is trained in “Paediatric First Aid”.
- \* We have a health and safety policy, a fire safety policy, a risk management policy and we carry out regular risk assessments both indoors and outdoors.
- \* All staff receives regular support and supervision and reflects on their practise.
- \* A training schedule is provided for all staff to maintain their levels of qualification and renew training when it falls due as per regulations and legislation.
- \* Our building, equipment and material are well maintained, and we ensure any defects are dealt with immediately.
- \* All staff are familiar with the policies and procedures in our service.
- \* A fully stocked first aid box is provided with a contents checklist, easily identifiable and in a location which is known to adults.



- \* At least one member of staff who holds an up to date First Aid Certificate is on the premises at all times.
- \* Adult/ child ratios are maintained at all times.
- \* All staff have appropriate qualifications to ensure that they provide the required level of care and attention to safeguard all children in our setting.
- \* Records are accessible to all relevant staff in case of an emergency.
- \* If staff have to leave the premises to accompany a child to hospital or a doctor, we revert to our staff absence policy.

## **Procedure in the Event of an Accident or Incident**

### **In the case of a Minor Accident or Incident:**

- The child or children will be attended to immediately
- The staff member will alert the Manager or First Aid Officer to access treatment if and as necessary.
- If it is a minor incident the staff member will reassure the child and administer First Aid (if required) as per First Aid Training.
- An incident report will be recorded in an 'Ouch Form'.
- Parents will be informed and must sign the form.

### **If the Incident does not Warrant Outside Intervention**

- The First Aid Officer will treat injury.
- Required to complete an 'Ouch Form'.
- Minor accidents will be treated in the childcare premises.
- Parents/carers will be advised of the injury and the action taken, by phone or when the child is collected.

### **In the case of an Incident that Requires Medical Intervention**

- The Manager or First Aider will be informed immediately.
- Treatment will be assessed, while the child/children are comforted and attended to.
- The Manager/First Aider Officer will phone the local doctor on call or call an ambulance.
- The Manager/First Aider Officer will provide the emergency services with the child's name, contact details and any known allergies/ medical records.
- The Manager will contact the child's parents or guardians by phone.
- Two adults (one staff) will accompany the child to the GP/emergency room if the parents are not available. Remaining staff will reassure the other children and if necessary explain the accident to other parents.
- Staff member who witnessed the incident should fill in the accident report form.
- If the child has to go to hospital before the parent/ carer arrives, an adult known to the child must accompany him/her to hospital and stay until the parent/ carer arrives.



### Notification of Tusla

If the following incidents occur, Tusla will be notified in writing (on a Notification of Incidents Form) within 3 working days of the preschool becoming aware of the incident occurring in the service:

- ❖ The death of a child while attending the preschool, including the death of a child in hospital following his/ her transfer to hospital from the preschool.
- ❖ The diagnosis of a preschool child attending the service, and employee, unpaid worker, contractor or other person working in the service as suffering from an infectious disease within the meaning of the Infection Disease Regulations 1981 (S.I. No. 390 of 1981)
- ❖ An incident that occurs that results in the service being closed for any length of time.
- ❖ A serious injury to a child while attending the service that requires immediate medical treatment by a registered medical practitioner.
- ❖ An incident in which a preschool child attending the service goes missing while attending the service.

### Documentation of Accidents and Incidents

Information regarding accidents and incidents is recorded on the accident/ Incident form. All incidents no matter how minor are recorded. This form documents:

- ✓ The name of the casualty.
- ✓ The date and time of the incident.
- ✓ The location of the incident.
- ✓ The perceived cause of the incident.
- ✓ The action/treatment taken.
- ✓ Staff present at the time of the incident.
- ✓ Name of staff who informed the parents.
- ✓ Both parents and staff sign the form.

### Accident/ Incident Records Shared with Parents/ Guardian

In all cases sharing the record with the parents is done as soon as the parent comes to the school.

- \* In the case of minor accidents/incidents parents will be informed of the incident when they come to collect their child and will sign the accident form. If a child is collected by someone other than a parent, staff will phone the parent and let them know about the incident and the accident/incident form and the parent will sign the form the next day. Parents are given a photocopy of the form.
- \* In the case of a major accident/ incident the parent will be informed immediately by phone. They will also have to sign an accident/ incident form when they get a chance.

### **Risk Assessment of Accidents/Incidents**

A risk assessment is taken following an accident/incident occurring in the preschool. Any corrective action or measures identified to reduce risk will be implemented.

### **Lost Child Procedure**

In the event of a child becoming lost while in the care of the after school service, the provider will put into practise procedures. These ensure that a systematic approach to find the child is taken and consideration is given to the levels of risk to the child.

In the event that a child is lost, we will ensure a search is made for the child as soon as possible, parents and authorities are notified at the appropriate stage, and a high level of care is maintained to other children at the preschool while procedures are followed.

- We will check the register to confirm that the child came to after school service.
- A quick search of all rooms, cupboards and outdoor play area in the school will take place.
- A member of staff will make an initial search for the child in the grass area at the back of the school, the surrounding grass areas, the house, out front of the building, roads to the front of the school, this will be done as quickly as possible.
- The staff will then telephone the Gardaí and report the situation and follow their advice.
- Staff will telephone the parent/carer and report the situation. The staff member will ask the parent to come to the preschool, by using the normal route that the child would take. A member of staff will again search the immediate surroundings and continue to search until instructed otherwise.
- Such an incident will be recorded on an accident/ incident form and Túsla will also be notified within 3 working days on a Notification of Incident Form.
- When the parent arrives at the preschool, and the child is still lost, we will ask that the parent arranges for someone to be at home in case the child has managed to make their way home.
- Telephone lines should remain as free as possible so that messages are not delayed.
- The after school activities for the remaining children will continue as normal and staff not involved in the search will give the children proper attention.

### **Fire Safety Policy**

- \* This policy is available to all parents, staff and children and relevant stakeholders. We will keep registers of children, staff and visitors to the preschool for each session.
- \* Exit doors are clearly marked, never obstructed and easily opened from the inside.
- \* Fire detection and alarm systems have been fitted in accordance with the appropriate regulations and are checked as specified by the manufacturer.
- \* Our Fire Instruction Notice is clearly displayed in the premises, explained to new member of staff, volunteers and parents; and practised regularly.

- \* Written Records are kept of fire and evacuation drills and the servicing of fire safety equipment and the number, type and maintenance of the fire-fighting equipment and smoke alarms.
- \* Fire drills will be practised with all children attending, by setting off the fire alarm.
- \* We will incorporate arrangements for the prevention of an outbreak of a fire through the establishment of day to day fire prevention practices.

## Fire Prevention

- \* Rubbish and waste materials should not be allowed to accumulate.
- \* Smoking is not permitted on the premises.
- \* Electrical appliances and associated fittings should be checked on a regular basis and defects remedied as soon as possible.
- \* Portable gas and liquid fuel heaters should not be used on the premises at any time and other portable radiant heaters should be removed from the premises before members of the public are admitted.
- \* Care should be taken to ensure that members of the public are not permitted to enter areas other than those to which they are intended to have access, except when a fire or other emergency requires them to do so to escape from the building.
- \* The premises should be inspected on each occasion immediately after the public has vacated them, to remove any potential fire hazard.

## Fire and Evacuation Procedures

The setting will follow the procedures for evacuating the building in the event of the fire alarm being sounded, a procedure that ensures that all children are safely led away from the building and adults do not take any undue risks.

### *On discovering a fire:*

- Operate the alarm system.
- Call the fire brigade on 112 or 999.
- Alert management and other staff.
- Inform the children and others present and direct them to the nearest available escape route.
- Attack the fire using the nearest suitable equipment (if safe to do so).
- Leave whenever danger threatens.
- Close all doors as areas are vacated, checking that nobody is left behind.
- A member of staff will collect the emergency contacts, children's register and staff and visitors register and take them to assembly point.
- Assemble at the designated assembly point at the 'back of the school in the basketball court' at the furthest point from the main entrance.

- At the assembly point, the registers will be called and checked for any unaccounted adults or children.
- Assist the fire brigade on arrival and inform them of any missing people.
- Nobody will be permitted to return to the building until all clear is given by the fire brigade.
- For fire drills the above procedure will be followed except that a member of staff will give the all clear.

These procedures are available on site in a child friendly format on display.

*On hearing an alarm or other warning:*

- Evacuate occupants using the nearest available escape route.
- Do not allow anyone to re-enter the premises for any reason.
- Close all doors as areas are vacated, checking that nobody is left behind.
- A member of staff will collect the emergency contacts, children's register and staff and visitors register and take them to assembly point.
- Assemble at the designated assembly point at the 'back of the school in the basketball court' at the furthest point from the main entrance.
- At the assembly point, the registers will be called and checked for any unaccounted adults or children.
- Assist the fire brigade on arrival and inform them of any missing people.
- Nobody will be permitted to return to the building until all clear is given by the fire brigade.
- For fire drills the above procedure will be followed except that a member of staff will give the all clear.

## Escape Routes and Exit Doors

Escape routes and exit doors are inspected daily for the following:

- ✓ Escape routes should be clearly indicated.
- ✓ Exit doors are inspected to ensure they are useable and in a fault free condition.
- ✓ Exit doors should be capable of being readily opened at all times.
- ✓ Escape routes and exits will be kept free of obstructions at all times.

## Fire Extinguishers

- \* All fire extinguishers should be inspected on a monthly basis to make sure that appliances are in their proper position, and have not been discharged or lost pressure or suffered obvious damage.
- \* Any extinguishers that are not available for use should be replaced by serviceable extinguishers.

- \* Each year a more thorough examination of extinguishers should be carried out by a person with the necessary training and experience, and with access to the requisite tools, equipment and information.
- \* Any extinguisher showing signs of corrosion or damage to the body should be taken out of service and replaced. Faulty or damaged parts should be replaced only by the correct components, recommended by the manufacturer.
- \* The date of the inspection should be noted on a durable adhesive label fixed to the extinguisher.

## Fire Detection and Alarm Systems

These are serviced once a year as per regulation.

## Assisting the Fire Brigade

The following measures should be taken by the person in control of the premises to assist the fire brigade in its response to a fire or other emergency:

- Access to routes should be kept clear for use of fire appliances.
- Gates and barriers that are likely to obstruct fire fighting operations should be unlocked or removed when the alarm is raised.
- The Fire Safety Manager should meet the officer-in-charge of the fire brigade and provide information on:
  - ✓ The number and location of persons still on premises.
  - ✓ The location of the fire.
  - ✓ Any special hazards.
  - ✓ Entry points to the building
  - ✓ Available water supplies.
- The Fire Safety Manager should make a copy of the Plan of the premises available to the officer-in-charge of the fire brigade.
- Oil pipelines and gas mains should be shut off when the alarm is raised. Electricity should be shut off if requested by the officer-in-charge of the fire brigade.

## Fire Safety Record Keeping

The person responsible for the implementation and overseeing of the fire safety programme should keep Fire Safety Register to record all safety matters.

The register should be kept on the premises at all times and should be available for inspection by any authorised officer of the fire authority.

## Staff and Fire Regulation

All staff will be made aware of instructions in relation to the following:

- \* Fire prevention measures.
- \* Emergency procedures and fire and evacuation drills devised for the premises.
- \* The evacuation of occupants
- \* The arrangements for ensuring escape routes and exit doors are unobstructed and available for use.
- \* The arrangements for the provision of assistance to the fire brigade.
- \* Fire control techniques including:
  - The use of fire extinguishers and fire blanket
  - Closing doors and windows to inhibit fire spread.
  - Shutting off the electricity and fuel supplies.
- \* Staff should also be made aware and familiar with the following:
  - The layout of the building including escape routes.
  - The location of alarm call points.
  - The location of fire-fighting equipment.
  - The location of assembly points.

This policy is compliant with articles 18 and 19 of the Fire Services Act 1981.

## Equipment Policy

It is the policy of our after school service, that the equipment available is suitable, safe and age appropriate, while providing new challenges and experiences for the developmental needs of each child.

## Equipment Procedures

- ✓ All equipment must be kept clean and hygienic at all times.
- ✓ Staff members are responsible for the equipment in the room and outdoors, by ensuring that all equipment is clean, safe and well maintained at all times.
- ✓ All equipment purchased is based on the children's developmental needs and interests.
- ✓ All staff must have a thorough understanding of the developmental benefits children gain from the equipment.
- ✓ All equipment must be age appropriate and suitable to the different stages of a child's development.

## Policy on Outdoor Play

- \* Fresh air and exercise significantly enhances the health and growth of a child.
- \* Outdoor play is an important part of our curriculum and much learning can be gained from being outdoors and in touch with nature.
- \* It is the responsibility of the parent to ensure that their child has appropriate clothing with them at preschool (e.g. coat, sun hat, etc.)

- \* It is also the parent responsibility to provide sunscreen for their child before attending the session, a bottle of sunscreen should be supplied to the service in the event that a member of staff may need to apply.
- \* We recognise the importance of outdoor play for all children. Outdoor play gives children the ability to explore nature and enjoy physical exercise in a safe secure environment.
- \* Weather permitting, outdoor play will form part of the daily schedule.
- \* Children will wear suitable clothing outside depending on the weather (i.e. hats and sunscreen in summer, and coats/hats in winter). Teachers will accompany children to and from the play area and supervision will be provided at all times.
- \* Children are given the opportunity to choose what they are interested in and to take ownership of their learning in the outdoor area. The opportunities presented are appropriately challenging and risk-taking in play is considered in planning.
- \* The outdoor area will be visibly checked to ensure it is free of hazards prior to every outdoor play session by a member of staff. The outdoor area will be well maintained and any equipment deemed to pose a risk to children (e.g. due to being damaged) will be removed and replaced.
- \* The route to and from the outdoor area is checked daily to ensure there are no hazards. The boundary of the outdoor area is secure to ensure that no child can leave the area without supervision and no adult can enter the premises without permission.

## Inclusion Policy

We recognise and respect the rights of all adults and children in our service. We value the ability, individuality and cultural background of all children by providing each child with the opportunities they need to reach their full potential as active learners within an inclusive ethos/culture. We aim to actively promote equality of access and participation and eliminate discrimination on grounds of gender, civil status, family status, sexual orientation, religion, age, disability race, membership of the Travelling Community.

We are committed to working in partnership with parents to support children's ability, identity, cultural background and sense of belonging. We will support families in their parenting role and respect their values and beliefs about childrearing. We will support children to become respectful of difference and foster each child's critical thinking in order to confront bias and discrimination.

We will respond appropriately and sensitively to any additional needs a child may experience. Additional needs may include any change introduced into the child's life, such as a new sibling, moving house, absent parent/s, or a situation that may call for a long term care plan, such as asthma, allergies, disability, development delay and medical conditions.

We will support continuous professional development for staff so that they are trained in an equality and diversity approach to providing care and education to all. We will ensure fair and equal opportunities for all potential and existing employees in line with our Recruitment Policy.

### **Inclusion Procedure**

#### **All children are supported to:**

- Feel secure and know that their contributions are valued.
- Know that they belong and are valued as unique individuals.
- Feel strong and confident about their identity.
- Know their cultural backgrounds are respected and valued,
- Learn in groups that allow them all to experience success.
- Engage with materials and experiences that reflect a range of social and cultural backgrounds, gender and ability.
- Have a common curriculum experience that allows for a range of different learning styles.
- Participate fully, having particular regard for and being cognisant of children with a variety of disabilities.
- Respect the purpose for which other children's aids or assistive technology are intended.

#### **Families attending the service are supported to:**

- Consult with the service about the care of each child to minimise conflict between the services philosophy and family values.
- Be involved in policy and procedure development to ensure cultural sensitivities are included.
- Access information about the service and the policies and procedures by translating information into their home language if necessary.
- Participate in the service's programme and to introduce their culture's food, art, music, language, celebrations and dress to the other children in the service.

#### **Dealing with discriminatory incidents:**

- The first step in handling incidents involving discrimination is to recognise and acknowledge what is happening.
- All children will be informed that name calling or physically hurting someone is unacceptable.
- When an incident occurs (e.g. hurtful remarks made by one child to another) both children learn from the incident. The response to the incident will reference the rules of the service as appropriate.



- Staff will endeavour to determine the real reason for incidents involving exclusion or conflict. It may not be a discriminatory incident, so staff will be careful not to make assumptions.
- Some issues may be brought into the early childhood service by the child, arising from comments made by adults outside the service. Staff will recognise when it is an adult issue, and identify appropriate actions for addressing the issue with the child's parents or guardians.
- An incident should be considered from the perspective of all individuals involved as well as those who witnessed it. Appropriate actions need to be taken, at circle time or in group discussions, in order to address incidents witnessed by children who were not involved. This does not mean singling children out in the group.
- By showing empathy and expressing our feelings, we help children to express their feelings.
- It is important to be aware of how our own attitudes can shape how we respond to a given situation. All staff will be mindful that they are role models for the children and the early childhood service. Children will do as we do.

**'The Inclusion Co-ordinator within our service is Lisa Riordan'**

## **Behaviour Policy**

We aim to support and guide all children to manage their own behaviour and learn to resolve conflicts that arise. Children attending the service are here for new learning experiences which may test their own coping strategies. All staff will support the children to regulate their behaviour and will have a number of strategies to deal with both positive and challenging behaviour.

All staff will be trained in behavioural management.

## **Promoting and Supporting Positive Behaviour**

- Staff will be the role model of positive behaviour and how they play, speak and interact with the children is a key part of their role.
- Role modelling includes: explaining feelings, using calm tone of voice, giving choice to the children, using language to help the children understand positive decisions, getting down to the child's eye level.
- Any rules will be kept clear, simple and age appropriate.
- Staff will always comfort an upset child.
- Play activities will be used to play out challenging situations so children get the opportunity to practise positive behaviour strategies.
- Books and storytelling are used to talk about feelings and what we can all do when we are angry, upset or frustrated.

- A range of activities will be available to children at all times which offer a lot of choice to all in order to keep the children active in play.
- Children will have ample time to explore outdoors giving them lots of opportunity to run and feel free.
- Children will not have to sit for long periods of time allowing them have a choice and to move from an activity which does not interest them.
- The children will come up with a list of rules they think are important helping them take ownership of their behaviour.
- The play environments will be laid out into specific play spaces which supports children's natural curiosity encouraging them to become engrossed in their play and develop their own interests.
- We update and keep our staff up to date with legislation and research and thinking on handling children's behaviour.
- We require the staff, volunteers and students to provide a positive model of behaviour by treating children, parents and one another with friendliness, care and courtesy.
- We familiarise new staff and volunteers with the preschool's behaviour policy and its rules for behaviour.
- We expect all members of the preschool – children, parents, staff, volunteers and students – to keep to the rules, requiring these to be applied consistently.
- We praise and endorse desirable behaviour such as kindness and willingness to share.
- We avoid creating situations in which children receive adult attention only in return for undesirable behaviour.

### Anticipating Inappropriate Behaviour

The provider is responsible for getting to know each child and their families. This is important for gathering information and knowledge about the whole child. They carry out observations and play alongside the children getting to know their likes and dislikes. Through their role they are in a position to begin anticipating a child's reaction and behaviour knowing what is likely to upset a child's mood or behaviour.

### Managing Inappropriate Behaviour

It is recognised that all children's behaviour has some meaning to the child, however at times this behaviour may be difficult or pose a danger to the child or other children.

### Minor Behaviour Issues

-e.g. children fighting over a toy

The **six steps to conflict resolution approach** will be used:

1. Approach Calmly – put yourself in the child's shoes. All their feelings are relevant and real in the moment. Approach the situation calmly and get down to the child's eye level.

2. Acknowledge feelings – describe how the child/children are feeling, children often don't have the language to explain how they feel leading to more frustration. Help the child by describing it for them 'you both look sad and upset'.
3. Gather information – remain neutral by giving each child the opportunity to tell their side of the story. Children sometimes need lots of time to get the words out so take your time and remember the importance of the lessons learnt in these situations.
4. Restate the problem – after listening to the children simply describe what the problem is so both/ all can understand both sides of the story.
5. Ask for ideas for solutions and choose one together (or for younger children give them a solution) – give the children an opportunity to come up with solutions and keep working on it until you all agree on something. This can take a bit of time but its giving the children lots of practise compromising with one another which are vital skills they will need.
6. Be prepared to give follow up support – it is important the staff member follows through on the agreed solution. This helps place trust in the process and children will have confidence in the approach.

### Moderate Behaviour Issues

This type of behaviour can be recognised when the inappropriate behaviour is becoming a more regular occurrence (e.g. deliberately disputing other children's activities or deliberately grabbing items on a regular basis).

For managing moderate behaviour issues:

- The staff team will discuss the reoccurring behaviour and put a plan in place.
- Staff will observe the child to identify any triggers of the behaviour.
- When the behaviour happens the **six steps to conflict resolution approach** will be used with the child.
- The matter will be discussed in detail with the child's family. Staff will work in partnership with the child's parents to establish possible reasons for the behaviour.
- Together with parents we will put a plan in place to address the concerning behaviour, (e.g. reward stickers for good behaviour, role play, puppets, stories and discussions are about feelings, helping the child understand emotions and develop empathy).
- Children will be given positive affirmations and reassured that even though may engage in the unacceptable behaviour that they are still a great person and that the behaviour is corrected and not the child.
- Communication between parents and staff is crucial as the child is helped to develop their skills of empathy and self-regulation.

### Challenging Behaviour Issues

For managing challenging behaviour issues:

- If children are at risk due to a child's behaviour such as throwing items across the room in temper, staff will gently take the child outside to the garden or find a calming activity involving water that will help the child calm down.
- Staff will remain with the child throughout.
- Details of such an event (what happened, what action was taken and by whom, and the name of the witnesses) are recorded and the child's parents are informed.
- If a child's behaviour is ongoing or becomes severely challenging the service will implement the following strategies:
  - The provider will carry out an observation plan how going forward they will help the child to overcome issues.
  - The provider will carry out a number of observations to try establishing a trigger of the behaviour.
  - All observations will be discussed with the family.
  - A plan will be drawn up in collaboration with the staff team and family of the child.
  - If necessary our Inclusion Coordinator will support the family in contacting any relevant external professionals (e.g. play therapists, child psychologists, etc.)
  - If the behaviour is a child protection concern the Child Protection Policy will be implemented.
  - All information gathered and discussed will be stored securely and all conversations are high confidential.
  - All meetings, plans and observations will be recorded and stored in the child's record.
  - The staff will always work in the best interest of the child using their best judgement situations which can be demanding and stressful on all involved.

## Practises Prohibited

The following practises are prohibited in our after school setting:

- ❖ No corporal or physical punishment is inflicted on a school child whilst attending the service.
- ❖ No practises that are disrespectful, degrading, exploitive, intimidating, emotionally or physically harmful or neglectful are carried out in respect of a preschool child attending the service.
- ❖ We never send children out of the room by themselves.
- ❖ We never exclude, ignore, neglect or isolate children.

## 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.

### Definition

Bullying consists of repeated inappropriate behaviour whether by words, by physical action or otherwise, directly or indirectly applied, by one or more persons against another individual or group which undermines the individual person's right to personal dignity.

### Cyber Bullying or E-Bullying

Cyber bullying or E-Bullying is the use of emails, text messages, instant messages, or web pages to spread rumours, make threats or harass. It can include written messages, photographs, videos, or voice messages.

- This may involve individuals set up as 'groups' in an online social network. These 'groups' may be used to jeer at or target someone in a cruel and damaging way. Those who are organising this may choose to remain anonymous.

Someone may make a light-hearted joke or post online, and it could develop into a bullying situation if others add cruel remarks or comments to it.

Technology can be used to bully and say things online or by text that individuals would never say face to face. Everyone needs to know that they are responsible for their words and actions in cyberspace as well as in the real world. If it comes down to it, the source of the abuse, the computer or phone being used, can be identified by the Gardaí.

This type of bullying is just as harmful and upsetting as face-to-face bullying.

- Where cases of serious incidents of bullying are reported to the Gardaí the source of the messaging e.g., a computer or phone can be traced to identify the perpetrator of such bullying messages.

#### **Where the Service becomes aware of cyber-bullying (e-bullying) by children in the service:**

Where it is brought to the attention of the Service by a staff member, parent/guardian or child, that a child or children in the Service are cyber-bullying (e-bullying) another child or children in the services the following initial and immediate steps will be taken to prevent and endeavour to stop such cyber bullying (e-bullying):

1. Explain to the child or children responsible for such bullying that what they are doing is wrong and explain that it is bullying.
2. Explain to the child how serious what they are doing is.
3. Explain the serious consequences for everyone involved.
4. Explain that bullying over the internet is just as serious as face-to-face bullying.

**Note:** Please also see below the Service's procedure for reporting incidents of bullying and how they are dealt with by the Service.

**Note:** This is not to be confused with good-natured banter that goes on as part of the normal social interchange between pupils or normal professional classroom management by staff

#### **Bullying Preventative Measures:**

- Staff ensure all children feel safe, happy and secure within the setting.
- Staff develop positive relationships with all children and encourage children to speak about their feelings.
- Staff are encouraged to recognise that active physical aggression in the early years is a part of children's development and recognise positive opportunities should be in place for children to channel this positively.
- Children are learning about their feelings, staff will support children in identifying their feelings and actions for example happy, sad, and angry.
- At an age and stage appropriate level, children will be encouraged to resolve their problems and take responsibility for their actions.
- Staff are encouraged to adopt a policy of intervention when they think a child is not being treated in a fair or appropriate manner.

- Staff are aware when play becomes 'aggressive' and will initiate an appropriate activity with the children.
- Any instance of bullying will be discussed fully with the parents/guardians of all involved to look for a consistent resolution to the behaviour.
- If a parent(s)/ guardian has a concern regarding their child's behaviour, the staff member or Manager will ensure that he/she is made available to speak to the parent. It is through partnership with parent(s)/ guardians which we can ensure a child will feel confident and secure in their environment, at home and in the setting.

### Parental Involvement.

- \* We believe that children benefit most from their environment when parents and our service work together in partnership.
- \* Our aim is to support parents as their child's first and most important educators by involving them in their child's education and in the after school service.
- \* We also aim to support parents in their own continuing education and personal development. When we refer to 'parents' we mean both mothers and fathers; these include both natural or birth parents as well as step-parents, adoptive parents, same sex parents, primary carers, foster parents and parents who do not live with their children, but have contact with them and play a part in their lives.

### Procedures to Encourage Parental Involvement

- We inform all parents about how the after school service is run and its policies through access to written information on the entrance of the building.
- We ask parents to complete a short questionnaire each year, to establish their child's experience of the after school service, what they enjoyed most/least and any suggestions for improvement. The questionnaires are evaluated and discussed, and as a result of the questionnaires, our practice is then reviewed and relevant changes made. Parents are given a summary of the questionnaires and informed of any changes in practice.
- We issue regular updates or information to parents, distributing these by text or a hard copy will be placed in each child's bag.
- We ensure on-going dialogue with parents to improve our knowledge of the needs of their child and to support their families.



- We involve parents in the shared record keeping of their child – either formally or informally – and ensure parents have access to their child’s written developmental records. We exchange knowledge with parents about their child’s interests and progress.
- The Manager and staff are available to discuss concerns and progress with parents at a suitable time, if the parent wishes. In addition, each parent is invited to discuss their child’s progress as they wish.
- We provide opportunities for parents to contribute their own skills, knowledge and interests to the activities in the after school service.
- We welcome the contributions of parents, in whatever form these may take.
- We inform all parents of the systems for registering queries, complaints or suggestions and check to ensure these are understood. All parents have access to our written complaints procedure.

## Settling in Policy

We want children to feel safe, stimulated and happy in the afterschool service and to feel secure and comfortable with staff. We also want parents to have confidence in both their children’s well being and their role as active partners with the service.

We aim to make the after school setting a welcoming place where children settle quickly and easily because consideration has been given to the individual needs and circumstances of children and their families.

We want all children to participate in what they believe to be a fun setting and we want to ensure to provide a fun safe environment for them to relax and be cared for with age appropriate activities, the children will be given the chance to have a say in what activities and what materials they would like to be part of the School Aged Setting.

## Complaints Policy

Lisa’s Little Lions After School Service believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome any suggestions, recommendations, comments or complaints made by children or their parents in relation to our service.

We will give prompt and serious attention to any concerns about the running of our service. We welcome both children and families’ views of the service. We understand that from time to time families will have a concern or feedback about the service and we are dedicated to giving careful attention and a courteous timely response to all suggestions, comments or complaints. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our preschool to a satisfactory conclusion for all the parties involved. To achieve this, we operate the following complaint procedure.



Procedures to be followed for the purpose of making a complaint in relation to the preschool:

- **Stage 1:** Any parent who is uneasy about an aspect of the service's provisions talks over first of all, his/her worries and anxieties with the service manager. A complaint can be made by phone, in person, with a staff member or by letter, email and/or text. The complaint may be made by the person directly affected or by a person acting on their behalf. Those who wish to make a complaint are encouraged to speak directly to the relevant member of staff in the first instance. However, should they wish not to do that then they can speak with the Owner/manager who will try to resolve the problem. This person is Lisa Riordan. The complaint will then be recorded by this person and be shared only on a need-to-know basis. Every attempt will be made to resolve the matter as amicably as possible and to the parent's satisfaction at this level.

*If an agreement cannot be agreed or if stage one had not got a satisfactory outcome or if the problem recurs. The parent moves to stage 2.*

- **Stage 2:** The parent will put their complaint or concerns in writing to the manager of the service. The owner/manager will acknowledge receipt of the complaint in writing as soon as possible which would normally be within 3 working days. We would expect the matter to be fully investigated within 5 working days.
- A full investigation into the complaint will be carried out which may involve:
  - o Interviews with all relevant individuals;
  - o Minute taking of all meetings;
  - o Individuals being informed that they may have an appropriate individual present with them during the investigation.
- If the owner/manager believes the situation has Child Protection Implications then the Child Protection Officer and the local TUSLA Duty Social Worker will be contacted in line with our Child Protection Policy. Should the complaint be deemed to relate to a criminal offence then An Garda Síochána will be informed. A formal response to the complaint will be sent from the service to the person who made the complaint and copied to all members of relevant staff if appropriate. The response will include recommendations for dealing with the complaint and any necessary amendments to the service's policies and/or procedures and/or risk management procedures, arising from the investigation.

*Most complaints or concerns should be able to be resolved informally at stage 1 or at stage 2.*

**Stage 3:** The parent requests a meeting with the school manager and principal. Both the parent and the manager should have a friend or partner present if required. An agreed written record of the discussion is made. All of the parties present at the meeting sign the record and receive a copy of it. The signed record signifies that the procedure has concluded.

If at the stage 3 meeting, the parent and the service cannot reach an agreement. Stage 4 comes next.

**Stage 4:** An external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.

The mediator keeps all discussion confidential. S/he can hold separate meetings with the preschool personnel and the parent, if this is decided to be helpful. The mediator keeps and agreed written record of any meetings that are held and of any advice s/he gives.

**Stage 5:** When the mediator has concluded her/his investigations, a final meeting between the parent and the preschool manager is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.

A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

A record of complaints against our service and/ or the children and/or the adults working in the service is kept, including the date, the nature of the complaint and how the complaint is dealt with and how the person who makes a complaint will be kept informed of the manner in which the complaint is being dealt with.

### **Record keeping with regards to complaints:**

- An accurate and detailed record of each complaint is kept on site for 2 years from the date the complaint has been dealt with.
- All information relating to any complaint will be treated as confidential and shared only on a need to know basis.
- All records of complaints will be kept in full compliance with the Child Care Act 1991 (Early Years Services) (Registration of School Age Services) Regulations 2018, Data Protection Act 2018 and Freedom of Information Act 2014. The Complaints Records File will be available to those authorised to inspect it, including the TUSLA Early Years Inspector.

### **Role of TUSLA with regards to complaints:**

If a person making a complaint is dissatisfied with the service's response or feels for any reason that they cannot bring the concern directly to the manager/registered provider, they can contact TUSLA's Early Years Inspectorate.

TUSLA's Early Years Inspectorate does not investigate individual concerns or complaints. All information received is assessed to determine if any concerns relating to the health and welfare of

children exists within the remit of the 2016 Regulations. The information determines the focus and timing of TUSLA's inspections.

Where TUSLA Early Years Inspectorate considers that there is a potential risk to the health, safety and welfare of children in an Early Years Service, TUSLA Early Years Inspectorate will take appropriate actions with the service provider to ensure that the risk is addressed.

To contact TUSLA regarding a concern about this or any early years service you can contact in the following ways:

- Email: [early.yearsui@TUSLA.ie](mailto:early.yearsui@TUSLA.ie)
- Call: 061 461700
- Or download a complaints form at: [www.TUSLA.ie/services/preschool-services/concerned-about-the-operation-of-a-ey/](http://www.TUSLA.ie/services/preschool-services/concerned-about-the-operation-of-a-ey/)

*Send it to:* TUSLA Early Years Inspectorate, Unsolicited Information Office, 2nd Floor, Estuary House, Henry Street, Limerick.

The TUSLA form can also be posted on request.

## **Policy on Use of the Internet and Photographic and Recording Devices**

We are committed to ensuring the appropriate use of internet within the service and to set out clear guidelines regarding photographing and recording.

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

### **Internet Usage:**

The internet is not to be accessed by children unless under the supervision of staff for the purpose of educational research and learning opportunities.

### **Email:**

The email system associated with the setting is only accessed by the owner manager and is used for the business side of the preschool.

### **WhatsApp Messaging:**

WhatsApp is the preferred method of updating parents about their child's emerging interests and it also facilitates regular two way communication between staff and parents thus providing many opportunities to work in partnership with parents. Photos taken of the child involved in preschool activities will be sent to the child's parent via WhatsApp. A consent form must be signed by

parents/ guardians. Parents must agree not to repost photos of their child on the internet or social media networking sites such as Facebook, if other children are visible in the photo.

#### Social Networking Sites:

Staff must not post photos of children attending the service on Facebook or other social networking sites. Parents are reminded to be mindful if posting photos of their own child online they must ensure that other school children are not visible in the photo.

#### Photographic and Recording Devices:

Consent forms must be signed by parents/guardians. Images cannot be used for purposes other than those agreed. All images are to be stored until they have been forwarded to the child's parent or printed to include in the observations. At the end of the year all photos of children are to be deleted on the device staff used to take the photos. Photos are only taken of the children using the camera of the setting. Photos taken on a phone is for the purpose of parent information and will be deleted immediately once sent and discussed.

#### Social networking site and social media tools:

No digital imagery, photos or videos of children or families will be published on social media sites under any circumstances.

Employees are not permitted to be "friends" with or engaged with parents of children attending the service.

Staff are advised to be mindful of their association with the service when commenting on blogs or in public forums.

### **Homework Policy**

It is the policy of this service to provide a period of time each day for homework. This session will be scheduled to take place directly after children have had their snack/meal.

Snack/meal time is relaxed and leisurely to enable children to unwind, socialise and discuss daily events.

The homework session will be for 45min max each day. Depending on your child or the class your child is in this may or may not be sufficient time to complete homework.

Staff will contribute to a quiet relaxed atmosphere during homework sessions and encourage children to do the same.

Children will be supervised at all times and assisted where necessary.

This service recognises the importance of the parent's role in homework support and encourages them to check work completed, hear reading etc. and play an active role in the homework supervision and support of their child.

Staff, are not permitted to sign a child's homework diary in place of the parent.

On occasional days that a full afternoon outing is arranged, it will not be possible to schedule the daily homework session. Parents will be notified at least 1 week in advance of these occurrences.

## Outings Policy

Outings will always be on foot, eg nature walks, picnics.

Supervision on outings carries increased responsibility and the Management has agreed that the ratio of 1 adult to 6 children be adhered to.

These are minimum numbers and will be increased considering the needs of each class, e.g. behaviour, physical / medical needs etc.

Staff will be extra vigilant when taking children out of the school. Special attention will be paid to - Road Safety, Behaviour, Risks posed by particular venues (e.g. adventure playgrounds, the woods etc.).

Any accidents / incidents on the outing will be dealt with in accordance with the Accidents and Incidents Policy. Staff will carry the following items: Mobile Phone (Personal and/or School) Phone Numbers of parents and emergency services Medicines as necessary for any children with allergies / medical conditions First Aid Kit: including gloves, ice pack etc.

## Safety Statement

Our service policy is to comply with the Safety, Health and Welfare at Work Act 2005, which sets out how the prevention of ill-health and accidents at work is to be achieved.

The after school service believes that the health and safety of children is of paramount importance. We make our afterschool service a safe and healthy place for children, parents/carers, staff and volunteers.

We aim to make children, parents and staff aware of health and safety issues and to minimize the hazards and risks to enable the children to thrive in a healthy and safe environment.

We have prepared this safety statement and the policies to protect all children in our care, their parent(s)/guardians, staff who are employed by this service and all visitors to our service.

### Management structure and responsibilities:

The safety officer in our service is: Lisa Riordan

The safety officer is responsible for ensuring, so far as is reasonably practical, the health and safety of persons working, being cared for or visiting our service. In particular, they are responsible for:

- Ensuring the service has a safety statement relevant to our operations which complies with Section 20 of the Safety, Health and Welfare at Work Act.
- Ensuring that the safety statement is reviewed at least annually and that all parent(s)/guardian(s) and staff receive an updated copy after each review.
- Ensuring that all hazards are identified and risks controlled.
- Ensuring that safety inspections/audits are carried out to monitor compliance with the Safety Statement and legal requirements and to ensure appropriate follow-up action is taken.
- Investigating all accidents/incidents which occur to identify the root cause and what can be done to prevent this type of accident/incident re-occurring.
- Ensuring that there are Evacuation procedures in place in the event of a fire.
- Ensuring that there are adequate First Aid personnel available.
- Ensuring that staff are appropriately trained to carry out their duties safely and to ensure staff attend designated training courses where appropriate.
- Ensuring that children are supervised at all times.
- Based on risk assessment, providing adequate and appropriate personal protective equipment for employees.

### Roles and responsibilities of all employees:

- To read and understand the safety statement and related policies.
- Co-operate with management to enable him/her to comply with the statutory provisions.
- Take reasonable care of their own safety, health and welfare and that of all others.
- Make proper use of all equipment appropriate to your work.
- Make proper use of personal protective equipment and care of same.
- Report immediately to the safety officer any defects in equipment, place of work, systems of work, which might endanger the safety, health, welfare of persons working, being cared for or visiting our service which he/she becomes aware of.
- Act in line with the code of behaviour at all times.
- Report any injury to the safety officer, which occurs at work even if the injury does not stop him/her from working.
- Suggest safer methods of work.

### Welfare arrangements:

*Toilet facilities* – adequate toilet facilities for both staff and children are available in our service.

*Eating facilities* – our policy on food and healthy eating and our infection control policy provides details on the food services available in our service and the safety and hygiene practices followed.

*Drinking water* – fresh drinking water is available in all classrooms daily.

### **Safety measures and policies in place:**

In all classrooms and public areas we display relevant emergency telephone numbers, the names of our occupational first aiders and the location of the fully stocked first aid boxes on the premises.

Relevant information contained in this policy booklet:

Health and Safety policy	
Risk Management policy	
Security and Critical Incident policy	
Fire safety policy	
Policy on Accidents and Incidents	
Use of personal protective equipment (i.e. gloves, aprons etc).	
Risk assessment schedule and results of our risk assessment	Available on request
Training records	Available on request

### **Consultation with staff and parents:**

We are committed to engaging with staff and parent(s)/guardian(s) to assess hazards and our proposed response in respect to the identified hazards.

This safety statement and all related policies is available to all employees and parents with children in our service and to Inspectors of the Health & Safety Authority.

### **Insurance Cover**

We have public liability insurance and employer's liability insurance.

### **Children's Safety and Security in the Service**

- \* All persons who will have access to the children will be vetted by the Garda Vetting Unit.
- \* All children are supervised by adults at all times.
- \* Whenever children are on the premises for Afterschool Care the appropriate staffing ratios are maintained.
- \* Running inside the building is to be avoided.
- \* Children and staff are requested to wear loose comfortable clothing, with flat shoes and appropriate jewellery.
- \* When children are using materials or resources, developmentally appropriate supervision will be implemented at all times.
- \* The preschool operates a no smoking policy.

- \* Systems are in place for the safe departure of children. The times of the children's departures are recorded.
- \* Children will only be allowed to leave the school with adults who are authorised by the child's parents to collect their child.
- \* In the event that there is a last minute change to the collection arrangements for a child, the parent/carer must notify the preschool manager and agree a way to identifying the person collecting the child.
- \* During after school hours the arrival and departure times of staff/volunteers/visitors are recorded.
- \* Our systems prevent unauthorised access to our room and outdoor play area.
- \* Our systems prevent children from leaving our premises unnoticed.
- \* The personal possessions of staff and volunteers are securely stored during preschool sessions.
- \* All resources and materials which children select are stored safely.
- \* All equipment and resources are stored or stacked safely to prevent them accidentally falling or collapsing.
- \* Equipment and resources are checked to ensure that they are safe for the ages and stages of the children currently attending the preschool.
- \* Equipment and resources are purchased from reputable suppliers and have CE marking.
- \* The layout of the play equipment allows the adult and children to move safely and freely between activities.
- \* All equipment is regularly checked for cleanliness and safety and any dangerous items are repaired or discarded.
- \* All materials including paint and glue are non toxic.
- \* Physical play is constantly supervised.
- \* The outdoor play area is checked each time it is used to ensure it is safe and secure.
- \* Children learn about health and safety and personal hygiene through the activities we provide and the routines we follow.
- \* All electrical equipment conforms to safety requirements and is checked regularly.
- \* No gas equipment is present in the preschool.
- \* Our boiler/ electrical switchgear/ meter cupboard is not accessible to the children.
- \* Electrical power points are properly guarded with child proof covers when not in use and are out of children's reach.
- \* Hot drinks will not be consumed in the preschool while children are present.
- \* All cleaning materials/ dangerous substances will not be accessible to children. They will be kept in their correct labelled containers and used in accordance with the manufacturer's instructions.



- \* Fire Safety policies and procedures are in place and a fire safety register is maintained. These are available for inspection by a parent/guardian of a preschool child. Every person working on the premises and any authorised person.
- \* A **Child Protection Policy** is in place as well as a **Positive Behaviour Management Policy**.