



# LISTOWEL FAMILY RESOURCE CENTRE LTD.

## CHILDREN'S CENTRE:

### ***POLICIES & PROCEDURES DOCUMENT***

**Reviewed and Updated:      November 2017**

## CONTENTS

<u>Policy Title</u>	<u>Page Number</u>
1. Admissions Policy	4
2. Fees and payment	7
3. Tiered System for Fee Payments	8
4. Settling In Policy	14
5. Dropping Off & Collection Policy	15
6. Parents as Partners Policy	16
7. Confidentiality Policy	18
8. Freedom of Information	20
9. Registration & Enrolment Documentation Recording Policy	21
10. Records Kept on File	22
11. Comments & Complaints Policy	23
12. Behaviour Management Policy	25
13. Infectious Disease Control Policy	32
14. Hygiene Procedures	34
15. Procedure for Nappy Changing	37
16. Safety Statement	38
17. Safety & Fire Prevention	40
18. Procedure for Fire Drill	43
19. First Aid Policy	44
20. Smoke-Free Workplace Policy	45
21. Health & Nutrition Policy	46
22. Procedure for Meal Times	48
23. Medication Policy	49
24. Sleep Policy	51
25. Biting Policy	53
26. Outdoor Play Policy	55
27. Outings Policy	57

<b>28. Sun Policy</b>	<b>59</b>
<b>29. Incidents &amp; Accidents Policy</b>	<b>60</b>
<b>30. Swine Flu</b>	<b>61</b>
<b>31. Staffing</b>	<b>62</b>
<b>32. Staff Absence</b>	<b>63</b>
<b>33. Car Park Policy</b>	<b>64</b>
<b>34. Equality &amp; Diversity Policy</b>	<b>65</b>
<b>35. Child Protection Policy</b>	<b>66</b>

**Additional Policies Specific to the After-School Service:**

<b>36. Admissions</b>	<b>99</b>
<b>37. Curriculum</b>	<b>101</b>
<b>38. Homework Policy</b>	<b>102</b>
<b>39. Transportation Policy</b>	<b>104</b>

## **ADMISSIONS POLICY**

Listowel Family Resource Children's Centre provides childcare for children aged from 6 months to 12 years (the end of the primary school cycle). The Children's Centre is divided into four sections, the Crèche for children from 6 months to three years, the Junior Pre-school and the Preschool for children from 2.5 years to school entry and the After-school for children in primary school.

We accept application for places from any parent who lives in our catchment area.

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

- Parents who are returning to educational courses or employment.
- One Parent families with low income.
- Members of the Traveller community.
- Referrals from TUSLA Social Work dept.
- Families in need of extra support.
- Children with additional needs
- Children from different ethnic or cultural backgrounds.

The Children's Centre Co-ordinator will discuss the policies and procedures with parent/guardians of the child before a child starts at the crèche and will answer any questions that the parents/guardians of child may have.

Any additional needs required to accommodate a child will also be discussed.

Children and parents/guardians are encouraged to have a good look around the children's centre so that they may become familiar with the staff, equipment, play activities, toilet facilities and childcare procedures.

Sometimes it takes time for children to settle into the Children's Centre, so parents/guardians are encouraged to stay with their child for as long and as often as they wish and the child needs.

The Family Resource Children's Centre has an open door policy towards parents/guardians of children attending the childcare service i.e. they are welcome to join in the play activities to discuss any queries or problems, which may arise with the Children's Centre Co-ordinator or Team Leader. Staff will be happy to discuss their child's progress at an appointed time during or after the session has finished.

On the first day of attending the service parents/guardians are to fill out a Registration form, read the terms and conditions of the service and will be briefed on the Policies and Procedures on enrolment.

From time to time the Children's Centre may organise trips and outings. On these occasions parents will be asked to help, by supervising children on these outings.

The parent/guardian will be given a letter before the outing explaining about the trip, where the outing is, the costs involved, what is needed on the day and asked to sign consent for the child going on the outing.

1. The Family Resource Centre Children's Centre is open from 8.45am to 5.30pm from Monday to Friday.

The hours of the morning session are 8.45am to 12.45pm for a sessional place and 8.45 am to 1.00pm for a part time place. The afternoon session will run from 1.00pm to 4.00pm for the sessional place and 1.15pm to 5.15pm for a part time place. Children should be collected on time.

The After school service runs from 1.30 pm until 5.30 pm. Children are picked up from school and delivered home after the session.

2. Any child that has been ill during the previous night should not attend the Family Resource Centre the following day. The Children's Centre Co-ordinator should be notified if a child has an infectious disease. If a child is on medication the staff will refer to the Medication Policy to follow the procedure. A child who has contacted an infectious disease e.g. Mumps, Measles, Chickenpox etc. should not return to the Children's Centre until the appropriate time has elapsed and the child's Doctor has said that it is safe to do so. Information of exclusion times for relevant infectious diseases is available from the Children's Centre Co-ordinator or relevant Team Leader.

3. The Family Resource Children's Centre will be closed on Bank Holidays. When holidays are approaching a notice is placed on the notice boards informing parents/guardians of the dates and

times of the Family Resource Children's Centre closures. Any parties, outings etc. that may be held prior to closure. Also on the notice board the parents/guardians will be informed of the reopening dates.

4. All meals / snacks, drinks are provided throughout the day. Breakfast is at 9.30am and a hot lunch is at 12.15pm and in the afternoons hot lunch is at 2.00 pm and mid afternoon snack is at approx 4.00 pm. If your child has any dietary requirements please inform the Children's Centre Co-ordinator.
5. Clothes – Parents are requested to dress their child in suitable clothes as he/she will be involved in active play i.e. painting, sand, water and dough during each session. In case of spills, accidents etc, parents are advised to provide a change of clothes for their child.

This policy was adopted at a Board of Management meeting of Listowel Family Resource Centre on:

\_\_\_\_\_

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

Chairperson

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

## FEES AND PAYMENTS

The fees are payable on a weekly or daily basis as agreed on enrolment. The money is to be placed in an envelope supplied with the date and child's name on the outside.

No arrears in excess of two weeks payment are allowed. The parent will be notified of the amount of money that is owed. If there is a problem that a parent has paying the fees, the Children's Centre Co-ordinator will be available to discuss individual financial circumstances at the time.

If a child is away due to sickness or any other reason, payment for that week will be required. The reason for this is that the place is being kept for your child when you return. This can be discussed and amended in exceptional circumstances, e.g. if your child is hospitalised for a long period.

The fees include all the food provided throughout the day.

Depending on Family Resource Centre funding – an extra cost may need to be charged for outings and parties during the year.

If fees are not paid then the child's place in the Children's Centre may be withdrawn

This Policy was adopted at a Board of Management meeting of Listowel Family Centre on:

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

Chairperson

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

## **TIERED SYSTEM FOR FEE PAYMENT**

The Management Committee of Listowel Family Resource Centre aspires to improving the quality of life of all people living in the area. We believe that by working in an inclusive and empowering way that all individuals will be in a better position to participate socially, economically and culturally in society. We aim to provide quality affordable childcare for all.

### **Setting Fees:**

**Fees are calculated and set for this service using the guidelines from DCYA which are arrived at by calculating the cost per Full Time Equivalent (FTE) childcare place. The cost of an FTE is calculated once a year in conjunction with the annual parental returns to DCYA.**

- Fees will be reviewed on a yearly basis unless changes in circumstances dictate otherwise.
- Parents will be given one months notice in writing of any changes in fees.

### **Payment of Fees:**

- An envelope with the date and the child's name on it will be given at the beginning of each week, payment to be made weekly unless otherwise agreed.
- A receipt will be issued to the parent/carer as proof of payment and a written record kept in the Fee's Record book that the staff are to sign.
- The centre will be happy to handle payments made by outside agencies on behalf of the child. All subsidised childcare cheques to be made payable to Listowel Family Resource Centre.
- Payment is due for all days the child is booked in to attend the centre- whether the child attends or not.
- If a child is absent for a period of two weeks without contact from the family to explain the absence, the Children's Centre cannot hold the child's place.
- The Children's Centre is open 50 weeks of the year, therefore being closed for Christmas (2 week). Management reserves the right to amend these opening times in response to the demand.
- Payment will not be due in the event of other notified centre closures such as staff training, HSE directives etc.



## Late payment of fees:

- Staff will ensure that the parents/carers are aware of session ending times and ask them for their co-operation.
- In the event of accumulated late payments, a verbal reminder will be issued after the second missed payment thereafter reminders in writing will be issued.
- Parents/Carers are encouraged to discuss any difficulties with payments with centre staff and part-payments will be accepted if necessary to assist with final full payment.
- Child/Children places will be withdrawn if there is a continuation of late payments.

**Fee Structure:** Listowel Family Resource Centre's structure is in accordance to Department for Children and Youth Affairs guidelines. Fees are categorised as follows:

Band A (with medical card)	Band AJ	Band B	Band D
<ul style="list-style-type: none"> <li>- One Parent Family</li> <li>- Community Employment/RSS</li> <li>- Education/Enterprise Allowance</li> <li>- Back to Work Enterprise/Education Allowance</li> <li>- Carers Benefit/Allowance</li> <li>- Invalidity/State Pension</li> <li>- Blind Pension</li> <li>- Farm Assist</li> <li>- Widows/Widowers Pension</li> <li>- Domiciliary Care Allowance</li> <li>- Disablement Pension</li> <li>- Illness/Injury Benefit</li> <li>- Disability Allowance</li> <li>- Secondary School Students</li> <li>- Family Income Supplement(FIS)</li> <li>- Official TUSLA referrals(no medical card required)</li> <li>- HSE PHN referrals(no medical card required)</li> <li>- TUS</li> <li>- Part time Job Incentive Scheme Gateway</li> <li>- Gateway</li> <li>- Pre-retirement Allowance</li> <li>- Guardians Payment</li> </ul>	<p>Must have a medical card:</p> <ul style="list-style-type: none"> <li>- Jobseekers Benefit/Allowance</li> <li>- Supplementary Welfare Allowance</li> </ul>	<ul style="list-style-type: none"> <li>- Medical card</li> <li>- Parents who are in receipt of Social welfare payments listed under Band A/AJ but have no medical card.</li> </ul>	<ul style="list-style-type: none"> <li>- GP Visit Card(6yrs+ only)</li> <li>- Parents who no longer qualify for Band A/A/J this year but who were verified as being on Band A/A/J at the end of the previous year.</li> </ul>

## Notes

- Where a parent no longer qualifies for a Band A/AJ payment, he or she will be treated as a Band D parent in the following year. It is hoped by DCYA that by tapering the application of the subvention in this way, that parents will be further facilitated in making the transition into employment.
- Parents will be required to provide proof of qualifying for a particular Band.
- If only one parent/guardian in the family qualifies for a subvention then that parent should complete the form. If both qualify then it is the parents with the greater entitlement who should apply. If neither parents qualifies for such support but the child holds a medical card or GP visit card the PPS number of the child should be entered on the form as well.

## **Parental Declarations**

Parents using the Children's Centre will be asked to complete Parent Declaration Forms usually once a year, (however, it may be necessary to perform this at another time if a significant adjustment is deemed necessary to the subvention grant from DCYA) these forms will be forwarded to the DCYA and not retained by the centre. The personal data provided by you cannot, by law, be used by DCYA or any other body for any other purposes other than setting the appropriate discount on your childcare fees and the total CCS grant level for this service. If any parent needs support in completing these forms the Children's Centre Co-ordinator will be available to assist in this process.

## **Joining our service**

### **The Community Childcare Subvention Scheme (CCS)**

The Community Childcare Subvention (CCS) Programme is a childcare programme targeted to support parents on a low income to avail of reduced childcare costs at participating community childcare services. The Department of Children and Youth Affairs (DCYA) pays for a portion of the childcare costs for eligible children, a payment described in this document as a subvention payment, with the parent paying the remainder.

The CCS is only available through participating community not-for-profit childcare services. The service provider submits an application for CCS on behalf of the parent to the DCYA. CCS subvention is available for 52 weeks of the year. The CCS programme covers the academic year, starting in September and finishing in August. This is referred to as the Programme year.

A subvention on the full fee will be given where families fall into the following categories:

- To avail of the Bands reductions listed above parents must indicate their entitlement by providing requested details on the registration form; including a letter from Dept of Social Protection (or other relevant authority) confirming what payment the parent/child is in receipt of. This letter will be viewed and forwarded by the Children's Centre Co-ordinator to the POBAL, and will not be retained by the childcare service
- The reduced rate will be applied once approved until the Centre's Annual Parental Returns have been verified by the DCYA, and if necessary the parent will be moved to the appropriate Band and charged fees will be applied to this Band. **Confidentiality will be maintained at all times in relation to the matter.**

## **Early Childhood Care & Education (ECCE) T**

The ECCE programme is a universal programme available to all children within the eligible age range. It provides children with their first formal experience of early learning prior to commencing primary school. The programme is provided for three hours per day, five days per week over 38 weeks per year and the programme year runs from September to June each year. There are three points of entry throughout the programme year – September, January and April. Childcare services taking part in the ECCE scheme must provide an appropriate pre-school educational programme which adheres to the principles of Síolta, the national framework for early years care and education.

Please contact the Children's Centre Co-ordinator for a copy of this year's ECCE calendar which will outline for you the days covered under the scheme.

## **Training and Employment Childcare (TEC) Programmes**

The objective of the TEC Programmes is to support parents on eligible training courses and eligible categories of parents returning to work, by providing subsidised childcare places.

**The TEC Programmes are:**

### **Childcare Education and Training Support programme (CETS)**

The CETS Programme formerly catered for FAS and VEC training course participants and now provides childcare on behalf of the Local Education and Training Boards.

### **After-School Child Care programme (ASCC)**

The ASCC is administered on behalf of the Department of Social Protection (DSP) and provides afterschool care for primary school children for certain categories of working parents and parents on DSP employment

programmes (not including Community Employment).

## **Community Employment Childcare programme (CEC)**

The CEC is administered on behalf of the Department of Social Protection (DSP) and provides childcare for children of parents who are participating on Community Employment schemes.

### **Children Centre Fees September 2017**

#### **Full day Care(5hrs+)**

	<b>Full Rate</b>	<b>Band A</b>	<b>Band A (Job Seekers)</b>	<b>Band B</b>	<b>Band D</b>
Per Week	€216.00	€71.00	€136.00	€146.00	166.00
Per Day	€43.00	€14.00	€27.00	€29.00	€33.00
<b>Part time Care(3.31-5hrs)</b>					
Per Week	€108	€28.00	€28.00	€73.00	€83.00
Per Day	€21.60	€5.60	€5.60	€14.60	€16.60
<b>Sessional (2.15-3.30hrs)</b>					
Per week	€72.00	€27.00	€27.00	€47.00	€55.00
Per day	€14.40	€5.40	€5.40	€9.40	€11.00
<b>Half Sessional(1.15-2.15hrs)</b>					
Per week	€36.00	€13.50	€13.50	€22.50	€27.50
Per day	€7.20	€2.70	€2.70	€4.50	€5.50

Lunch included in Fees. There is no charge for **Annual Closure.**

#### **Extra Charges:**

- Outings outside the centre will require a contribution from families attending the centre, ECCE children will not be affected by this.
- If a child still remains on the premises beyond closing time, then two members of staff have to remain on with the child until he/ she is collected and the Centre has only insurance cover for opening times when the children are present. The parent will be reminded if the child is collected late on the first

occasion that late collection may result in a late collection charge. If this continues to happen the parent will have a late collection charge of €5.00 per 15 minutes that the parent is late.

This Policy was adopted at a Board of Management meeting of Listowel Family Centre on:

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

Chairperson

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

## SETTLING IN POLICY

Before the child starts coming to the Children's Centre the Children's Centre Co-ordinator would have discussed the child in detail with the parent / carer and suggested that they come along together to visit the Children's Centre to see the environment and to meet the staff prior to them starting.

If the child/family wishes to follow this procedure more than once this would be fine to do so. When the child actually starts attending the service the parent / carer is expected to stay and join in with the child's investigation of their new environment. They may stay for a short period to begin with; gradually the parent / carer will begin to leave the room for short periods of time while the staff will reassure the child that the parent / carer will be returning. If they become very distressed they can be shown by the member of staff where the parent / carer are, to again be reassured of their return.

By the end of the week hopefully the child will have gained confidence with the staff and in their environment for the parent / carer to leave them there for a set length of time. If the parent has left and the child is upset the staff member will telephone the parent to collect the child and this procedure will be repeated until the child settles.

Every child has their own individual needs and some take longer than others to settle in.

It is very important that throughout this period of transition from the home environment that the parent / carer talks to the child about their time at the Children's Centre and if they need to bring in a comfort item which may help with the settling in process.

This Policy was adopted at a meeting of the Listowel Family Centre Ltd of the Management Committee on

\_\_\_\_\_

Signed: \_\_\_\_\_  
Chairperson

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

## DROPPING OFF & COLLECTION OF CHILDREN

It is very important that a parent / carer safely deliver the child to the childcare room i.e. enter through the main front door, ring the appropriate bell and wait for a member of the childcare staff to answer and open the door for you and accompany the child to their room where they can be safely handed over into the care of the childcare staff.

It is also essential that a parent / carer have designated a person or persons who will be collecting the child on the child's admission records. This person must be over the age of 18 and under no circumstances will a child younger than 18 be allowed to collect a child from the service.

If the occasion arises that the designated person cannot collect the child, the parent / carer should notify the childcare staff with details of the person who will be collecting the child.

It will be required that the person will produce identification which will also assist the staff in the smooth running of the service.

### ***Parking:***

Parents are required to park their car responsibly in the designated parking areas: **DO NOT BLOCK THE ROUNDABOUT OR PARK IN DISABILITY SPACES UNLESS YOU DISPLAY A VALID DISABILITY DISC.** (Disability spaces are used by Centre users who require it on a regular basis).

This policy was adopted at a meeting of the Management Committee for the Listowel Family Centre Ltd on

Signed: \_\_\_\_\_  
Chairperson

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

## PARENTS AS PARTNERS

At The Listowel Family Resource Centre, the Children's Centre staff acknowledges the role of parents as the primary educators of their children. We are committed to being open, inclusive, welcoming, accepting and respectful of all parents using the service.

1. A copy of the Policy document will be available to all parents so that they will better understand the aims of the service.
2. Open days will be held in Listowel Family Resource Centre for parents whose children will be attending the service.
3. Meetings will be held each term and in the interest of children we urge parents to attend. All questions, ideas etc, will be dealt with at these meetings.
4. The Children's Centre Co-ordinator and staff will be available on a daily basis to exchange information with parents.
5. A notice board is provided for parents with the following information i.e. Health Service Executive information, contact numbers, all the relevant statutory documents as required by the Child Care Pre-school Regulations 2006, information leaflets on children's illnesses etc.
6. A notice board with photos of the children at play, on outings, Birthday occasions and Christmas parties is on display within the service.
7. Parents will be valued individually and will be encouraged to contribute to the group's activities, either with special skills or with an input into the service by being on the Board of Management Committee or Sub-Committee, or to assist during Childcare sessions.
8. Parents will be given opportunities to engage in shared play with their child, i.e. to take part in parties, outings and special events.
9. A time for parents to talk individually with Family Resource Centre childcare staff and management will be provided to discuss matters such as:
  - Their child's progress and overall development.
  - The development of a behaviour management program (where appropriate).
  - Any changes within the family home or environment affecting the child.
  - Any suggestions that they would like to make regarding the Children's Centre service.
  - The evaluation of the Children's Centre service.



- Information re. Any of the groups Policies or Procedures

This policy was adopted at a meeting of the Board of Management Listowel Family Resource Centre on:

\_\_\_\_\_

Signed:

\_\_\_\_\_

Chairperson

Date:

\_\_\_\_\_

## CONFIDENTIALITY POLICY

It is the Policy of Listowel Family Resource Centre Ltd. to keep any information about health and family circumstances of children, families, staff and volunteers confidential.

Knowledge or observation of children's development or behaviour will be treated in a strictly confidential manner, except in terms of Child Protection and the Freedom of Information Act.

- Confidentiality is about managing sensitive information that arises in a trusting relationship and doing so in a manner that is respectful, professional and purposeful.
- In order to comply with the Child Care Pre-School Regulations, 2006 parents will be made aware of the necessity of keeping records in relation to the children.
- Parents will only have access to the records in relation to their own child. These records will be kept in a locked press.
- In child protection issues, observations/records in relation to children may have to be made available to the Child and Family Agency and An Gardaí Síochana. **See Child Protection Policy.**
- All information regarding concerns or knowledge of child abuse should be shared on 'a need to know basis' in the interest of the child. No undertakings regarding secrecy can be given. Those working with children and families should make this clear to all parties involved. Giving information to others relevant persons for the protection of a child is not a breach of confidentiality
- The Children's Centre Co-ordinator will advise all staff and volunteers of the principles of confidentiality, impressing upon them not to discuss matters relating to the children, staff, management, or the service outside the setting.
- Breaches of confidentiality will be dealt with under the Disciplinary procedures.
- Confidential information is shared only with the staff members who need the information to effectively perform their job. Anyone who receives information from colleagues about possible or actual child abuse must treat it as having been given in confidence.
- Staff personal details are not discussed without consent of the staff member.
- Both staff and parents have a right to examine their own files.
- Information, which is gathered for one purpose, will not be used for another without consulting the person who provides that information.

The issues of confidentiality must be part of the training necessary for staff who in the area of child protection and the general training of staff in this organisation who work with children.

This policy was adopted at a Listowel Family Resource Centre Board of Management meeting on:

\_\_\_\_\_

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

Chairperson

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

## FREEDOM OF INFORMATION ---- PRE-SCHOOL SERVICES

The Freedom of Information Act of 1997 came into operation on 1<sup>st</sup> of April 1998.

Section 6 of the ACT states that "subject to the provision of this Act, every person has the right to and shall, on request therefore, be offered access to any record held by a public body and the right so conferred is referred to this Act as the right of access".

The inspection of pre-school services and the Inspection Reports issued to pre-school providers come within the scope of the Freedom of Information Act 1997.

In the event of a F.O.I. request being received by the Child and Family Agency, the particular pre-school service will be contacted. Each request is dealt with on its own merit, taking into account such factors as confidentiality, right to privacy and the public interest, prior to any decision being taken on the release of information.

With regard to privately operated as against community operated pre-school services, we have been in contact with the Freedom of Information office, Department of Health & Children and the following has been clarified.

- Any records held by the Child and Family Agency, on private or community pre-school services are deemed to be public records and so a request may be made for access to same under the F.O.I. Act.
- In the case of community operated pre-school services, records held by that service are also accessible under the F.O.I. Act.
- In the case of privately operated pre-school services, records held by that service are deemed to be exempt from the provision of the F.O.I. Act.

**All requests for information, in respect of pre-school services, under the Freedom of Information Act 1997, should be addressed to the Child Care Manager, North/West Cork Community Care Department, Hibernian Way, Mallow, Co Cork.**

Please refer to Listowel Family Resource Centre's **Data Protection Policy** for further information.

This policy was adopted at a meeting of the Listowel Family Centre Ltd by the Management Committee on

Signed: \_\_\_\_\_ (Chairperson)

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

## REGISTRATION & ENROLMENT DOCUMENTATION RECORDING POLICY

It is the policy of the Listowel Family Resource Children's Centre to have the following Registration / Enrolment Policy in place.

The following information is recorded relating to parents and children attending the Children's Centre. This information is recorded on the child's enrolment form and then some of the information is also recorded in the daily register.

- The children's name
- Address
- Childs date of birth
- Daily attendance is marked off when the child attends

Also additional information is recorded on the child's enrolment form;

- Parents / carers name/ address
- Parents or carers contact numbers
- A named person who is to collect the child if the parent is not available
- The family doctor, practice address and phone number
- The child's community nurse
- Any relevant medical history or dietary requirements
- Record of the child's immunisations
- The date when the child started the childcare service and left the service

Staff names and qualifications are also recorded in the daily register.

The children's and the staff's attendance is recorded in the daily register.

The register and the enrolment forms are kept in a locked cabinet when the Childcare Centre is closed.

The Preschool Inspectors from the HSE may request to inspect these documents during a routine inspection.

This policy was adopted at a meeting of the Management Committee for the Listowel Family Centre Ltd on

\_\_\_\_\_  
Signed: \_\_\_\_\_ (Chairperson)

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

## RECORDS KEPT ON FILE

- Children's Daily Attendance records
- Children's Enrolment Forms
- Daily Hygiene Sheets
- Medicine administration forms
- Information Related to the Staff positions, qualifications and experience
- Confidential completed accident / incident report forms
- Permission to take children on outings
- Staff Roster

This policy was adopted at a meeting of the Management Committee for the Listowel Family Centre Ltd on

\_\_\_\_\_

Signed: \_\_\_\_\_  
Chairperson

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

## COMMENTS & COMPLAINTS PROCEDURES

### Policy Statement

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

An early opportunity to highlight issues can prevent problems arising but if this should happen the following procedures must be followed.

### Comments Procedures

1. A comment can be made verbally or in writing to the Children's Centre Co-ordinator or the Manager of the Listowel Family Centre.
2. The Children's Centre Co-ordinator and/or the Manager will make notes of these comments and decide of an action plan which will be passed onto the Family Resource Centre Management Committee/Chairperson as appropriate.
3. If a satisfactory response is not received within a reasonable time, the complaints procedure outlined below should be followed.

### Complaints Procedure

1. If a parent wished to make a complaint they should contact the Children's Centre Co-ordinator/ Manager of the Family Resource Centre to discuss and hopefully, resolve the matter.
2. Should a parent still feel that the matter is unresolved then the complaint must be put in writing to the Manager/Chair of the Management Committee.
3. A written acknowledgement of the complaint will be sent as soon as possible.
4. If a complaint is related to the behaviour of a member of the staff, that person must be informed that a formal complaint has been made and be given the full details of the complaint. (Grievance & Disciplinary Procedures will be followed if appropriate).
5. If required, a request may be made in writing to the committee to have the complaint heard by a wider group. This group could, if necessary, be comprised of the committee plus an external

mediator i.e. IPPA Childcare Advisor, local CFA Personnel, Regional Support Agency, County Childcare Committee.

6. Membership of this panel will not include any person who may be directly involved in the complaint or related to the person who made the complaint, or a staff member.
7. Another person may accompany the person making the request.
8. Following the request, the person making the complaint must be facilitated with a meeting within one month.
9. The mediator will keep an agreed written record of the meeting, and where appropriate, a formal letter of the outcome will be issued within a reasonable period following the meeting.
10. In instances where the complaint involves the welfare of a child or children, the relevant information will be made known to the committee through the chairperson. (Children's First will be followed).
11. Confidentiality is of the utmost importance when dealing with complaints and comments. See Confidentiality Policy.

This Policy was adopted at a meeting of the Listowel Family Resource Centre Ltd Management Committee on \_\_\_\_\_

Signed: \_\_\_\_\_  
Chairperson

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



## BEHAVIOUR MANAGEMENT POLICY

'A person carrying on a pre-school service shall ensure that no **corporal punishment** is inflicted on a pre-school child [child of any age] attending the service.'

### **Child Care (Pre-school Service) Regulations. 2006 Part 11,Article 8.**

A healthy safe environment in a pre-school can facilitate children's needs, by developing necessary skills to develop their social and behavioural milestones. Ordinary pre-school activities offer opportunities for this i.e. taking turns, sharing politeness and making choices.

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

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

Staff use positive methods of discipline, which encourage self-control, self-direction, self-esteem and co-operation.

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

Hitting, shaking, biting or any other physical restraint.

Mental or emotional punishment such as humiliating isolating or threatening a child.

Depriving a child of meals or snacks.

Shouting, or using inappropriate language.

Using excessive force.

It is advisable to develop a range of strategies for dealing with behaviour which falls short of expectations i.e. temper tantrums and bullying.

## **How we manage challenging behaviour:**

- Distracting or removing the child from the environment.
- Acknowledging the child and asking about the situation.
- Explaining why this behaviour is not acceptable.
- Giving the child the chance to take 'reflection time,' where they can sit quietly with a staff member to calm down and regain control.
- Helping the child to solve their own problems with reasoning and talking them through the situation to resolve the conflict.

Childcare workers require techniques to deal with situations as they arise. A high ratio of adults: children in a pre-school are essential to ensure that undesirable situations are detected quickly before they have time to develop too far. Working with parents is also essential. It may be necessary to seek additional help by referral to other professionals. Seeking professional help must never be regarded as a failure on the part of the Children's Centre or the parent.

## **Policy Statement**

Listowel Family Centre believes that children grow and develop to their full potential in a suitably planned environment, where they know what is expected of them and where clear limits are set, appropriate in their age and stage of development and any special needs they may have.

1. Children who are acknowledged for their efforts, achievements, and feelings by sincere encouragement will grow in self-esteem and self-discipline.
2. Consistency in managing behaviour is vital, in order that children have the security of knowing what to expect and can build up good patterns of self-discipline.
3. Adults must provide good role models by following rules and showing respect for each other and the children. Adults/workers must follow the Centre's code of conduct/behaviour for staff.

4. Rules that will apply to all children and adults in the group will be discussed and agreed. These rules will be made known to all adults, staff, parents, and to the children. The rules will always be explained to newcomer-adults and children.
5. The key to behaviour management is good observation skills in the adults.

***Observing:***

- What is going on?
- What is the behaviour you wish to change?
- What led up to each incidence of unwanted behaviour?
- What did the Child do?
- What was the consequence?

It is only by observation that you can really see what is going on in a group. This is a skill, which can only be acquired through on-going training, practice and discussion.

**Behaviour Management Guidelines.**

1. Each child's personality, age and situation will be taken into consideration each child must be treated as an individual.
2. No **corporal punishment** is inflicted on any child attending the childcare Centre.
3. No shouting, smacking or humiliating treatment is allowed.
4. Children who misbehave will be given one to one adult support in seeing what was wrong and working towards a better pattern.
5. Where appropriate this might be achieved by period of "Reflection" to sit with a staff member to reflect and discuss what happened.
6. In any case of misbehaviour, it will always be made clear to the child or children in question that it is the behaviour and not the child that is unwelcome.
7. Adults will be aware that some kinds of behaviour may arise from a child's special needs and/or stage of development.
8. Parents may be informed of serious inappropriate behaviour, this is not a complaint against the child, merely a protection for everyone concerned.
9. Recurring problems will be handled by , in partnership with the Children's Centre and the child's parents, using objective observation records to establish an understanding of the cause.

**To assist the child to manage his or her behaviour/feelings we do the following;**

- Assess the situation.
- Get down to their level.
- Talk them through the problem.
- Help them to find their own solution to the problem by asking open ended questions.
- Encourage them to express their frustrations through sand, water, role play etc.

## **Positive Strategies For Behaviour Management**

1. One to one adult support for the child who has misbehaved will help the child to see what went wrong and offer possible solutions.
2. Comfort and support is necessary where another child has been hurt in an incident.
3. It will be made clear immediately to the child/children the reasons why their unwanted behaviour and attitudes are being challenge. It will always be made clear to the child in question that it is the behaviour and not the child that is unacceptable.
4. Adults modelling appropriate behaviour in the presence of children will encourage self Discipline.
5. Adults will always speak calmly and quietly to children when dealing with these situations, adults will kneel in front of the child/children at eye level. This encourages communications between child and adult.
6. Adults will listen and respond to children appropriately.
7. No child, under any circumstances will be left to cry unattended for any length of time.
8. At all times children will be treated with unconditional positive regard.
9. Every child will be treated equally regardless of race, culture, gender, or creed.
10. Recurring problems will be dealt with in an inclusive manner following observations and involving the parents and other appropriate adults.
11. Opportunities will be available to staff to engage in training in child development, observation and management skills, to underpin this policy.
12. Books and activities will be available to help the children explore and name their feelings, in conjunction with and adult where appropriate.

## Reflection Time

This is only used as a last resort when all the other approaches listed above have been tried.

Under threes. This approach will never be used with children of this age group.

3-5 year olds.

This approach will be used with the following provisions

- The child must not be left on their own
- Adult and child can do an activity together
- The time is used to talk about the situation and find out what the child is feeling and what they were feeling before the incident happened.
- The child will be told how long the reflection time will last and when it is over.

School age

This approach will be used

- Child is given an activity to do related to the incident
- When activity has been completed a discussion will take place between the child and staff member to understand what happened and what can be done differently next time.

If all avenues have been explored between the service, child and parent and they are still difficulties that are a danger to the child and or others the child may be asked not to come to the service for an agreed period of time. This will be done in consultation with the Team Leader, Children's Centre Co-ordinator and the parent.

## Reporting Procedures

Minor incidents	report to team leader and record in incident book
Bites, bruises etc.	report to team leader and record in incident book; inform parents
Recurring inappropriate behaviour	report to team/Children's Centre Co-ordinator and record in observation book and inform parents
Reflection time	report to team/Children's Centre Co-ordinator and record in observation book and inform parents
Good behaviour	report to parents and team/Children's Centre Co-ordinator and record in observation book

When reporting to parents never name other children.

In the case where a child or children are behaving inappropriately the following will be applied.

## DO:

- Distract the child  
(introduce a new toy/activity)
- Go down to child's level and gently encourage the child to listen to you
- Ask the child about what happened
- Explain to the child the right and wrong of the situation
- Explain it is the behaviour and not the child that is unacceptable
- Look for a solution from the child if possible and where appropriate
- Give the child a solution if necessary
- If the child is upset; comfort the child
  - Do an activity while you sit with him/her
  - Make the child feel good-praise something about the child or their earlier behaviour
  - Appropriate physical contact e.g. Sit child on your lap, rub his/her back/ head/arm/hand

## DON'T:

- Shout or hit
- Over-react
- Use physical force to move a child (move objects/dangers from around the child)
- isolate the child
- take sides
- use words such as 'bold' 'cross' etc.
- Use naughty chair, bold corner etc.
- Remove a child from the room where the other children are
- Deprive or threaten to deprive a child of food/drink
- Leave the child unattended for any length of time – must be beside the child
- make a child apologise (can encourage if appropriate)

## Crying Children:

If a child is crying, regardless of the reason or apparent reason, the child will always be comforted and staff member will remain with the child until the child is ready themselves to return to activities.

## Children Participating in Activities

If a child finds it difficult to participate in an activity it may be a result of their age and development stage.

This could lead to behaviour issues. If this situation occurs a number of solutions could be used:

- Provide one-to-one support for child participating
- Adapt the activity to ensure all children can participate and are still challenged developmentally
- Introduce the activity over time, little by little
- Change the activity if necessary

This policy was adopted at a meeting of Listowel Family Resource Centre Ltd. Management Committee  
on \_\_\_\_\_

Signed: \_\_\_\_\_  
Chairperson

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

## INFECTIOUS DISEASE CONTROL POLICY

The following procedures will be followed if a child becomes ill while attending Listowel Family Resource Centre. The Children's Centre Co-ordinator will ensure that the following will be adhered to but in the event that they are unavailable the childcare staff are required to take responsibility and immediately inform the parents through the contact phone numbers on their child's record form

1. Children with heavy colds or coughs are asked not to attend the Children's Centre in the interest of the well-being of the child who may be ill, as well as avoiding the risk of infecting others. Parents are advised that a child who has been sick during the night will not attend the Children's Centre the following day.
2. Any children of Listowel Family Resource Centre staff who are ill should not attend the Family Resource Children's Centre with their parent.
3. Information on infectious diseases e.g. Measles, Mumps, Rubella etc, is available on the notice board or from the Children's Centre staff.
4. Children with infectious diseases will not attend the service. This helps to reduce the spread of infection.
5. A dated notice informing all parents of an infectious disease outbreak/incidence will be displayed in a prominent place and all parents will be informed verbally.
6. Head lice infestation is a contagious condition and if noticed by the childcare staff will be brought to the attention of all parents immediately.
7. Information leaflets on the cause and best treatment of head lice will be given to parents.
8. When necessary parents will be discreetly informed of the infestation for the quick eradication of head lice, it is important that all parents treat their children and their whole family quickly and thoroughly.
9. If a child contracts an infectious disease/virus, it is important for the parent to inform the childcare staff as soon as possible.

Childcare staff are allowed to administer short term medication to the children e.g. Calpol, antibiotics etc, at any time, Refer to **Medication Policy**



## **LINKS WITH OTHER AGENCIES**

The Family Resource Centre management and staff have established links with local Health Service Executive personnel e.g. the Environment Health Officer to advise on hygiene.

This policy was adopted at a meeting of Listowel Family Centre Ltd. Management Committee on

\_\_\_\_\_

Signed:

\_\_\_\_\_

Chairperson

Date:

\_\_\_\_\_

## HYGIENE PROCEDURES

Good standards of hygiene in the Children's Centre are important to prevent the spread of infection. The Children's Centre complies with all relevant legislation including, The Childcare Act 1991 and The Childcare Pre-School Services Regulations 2006.

1. Children's toilets, sinks and toilets, and toilet floors are washed and disinfected daily.
  2. The staff ensure that there is a daily supply of paper hand towels, liquid soap and cleaning cloths for each of the areas.
  3. The childcare workers ensure that there is a plentiful supply of toilet paper and soap as the child's level in the children's toilet.
  4. All equipment in the playroom is washed and disinfected regularly e.g. tables and benches are cleaned daily. All toys i.e. toy cars, tea-set, blocks etc. are washed weekly. In the Crèche all mouthing toys are washed daily, weekly as need be. Dress-up clothes, dolls clothes and blankets etc, are washed weekly or as and when used. All bedding is placed in the laundry bin after they are used.
  5. The floors in the playrooms are swept throughout and washed at the end of the day.
  6. Rubbish is disposed of regularly either in the recycling bins / bags and taken to the recycling zone in town by a staff member and all the other rubbish is put into black plastic refuse sacks and placed in the bins outside ready for collection.
  7. Any spills or messes i.e. child-wetting, vomit, blood etc is dealt with immediately when they are detected. The staff member cleans and disinfects the area thoroughly. Any spills of body fluids or excrement should be wiped with disposable paper towels and hygienically disposed of. Gloves and an apron are to worn when cleaning up vomit, blood, urine etc, to reduce the risk of cross infection.
- A supply of clean clothing is required for each child and soiled items will be placed in a plastic bag and returned to the parent at home time.
  - Potties are washed and disinfected after every use.
  - Dirty nappies are placed in the lined nappy bin and then placed in the bins outside a.m. and p.m.

## **DAILY HYGIENE DUTIES**

Good hygiene practices are essential to prevent the spread of infection.

The staff, on a daily basis, completes the hygiene checklist. When the completed task is done it is ticked, signed and dated by the person who completed the task.

It is the responsibility of the Childcare team to maintain high standards of hygiene in all areas and comply with Pre-School regulations.

## **Childcare room Floors**

- Are swept regularly throughout the day, especially when sand is available to the children.
- Are washed and disinfected thoroughly at end of each day.
- For spills and accidents, wash, disinfect and dry area immediately.

## **Changing Area and Children's Toilets:**

- Are swept regularly throughout day.
- Are washed and disinfected sinks, toilets, floors at the end of each session.
- The changing unit and mat are to be thoroughly cleaned after each time used.
- These areas should be checked and cleaned, when necessary, throughout day.
- Nappy bins and rubbish bins should be emptied at the end of each session and clean bags replaced in them.

## **Table and Benches**

- Wipe down regularly with an antibacterial solution throughout day.
- Are cleaned thoroughly each evening.

## **Toys and Equipment**

- Wash and disinfect at end of each week
- Check regularly for spot cleaning when necessary

## **Dress up Clothes**

- Wash and disinfected at end of each month
- Check regularly for cleaning individual items.

## **Tea towels, Cleaning Cloths Mop & Bucket**

- Tea towels and cleaning cloths are placed after use per session in the laundry basket and replaced.
- The mops are colour coded for each area, they are washed weekly in the washing machine and the bucket is to be cleaned out after each use.

## **Fridges & Microwaves**

Are cleaned throughout the week as indicated on the daily hygiene checklist.

This policy was adopted at a meeting of the Listowel Family Resource Centre Ltd. Management Committee  
on \_\_\_\_\_

Signed: \_\_\_\_\_  
Chairperson

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

## NAPPY CHANGING POLICY

The children's nappies are checked regularly throughout the day and changed when needed.

Parents are asked to supply nappies/ wipes and a change of clothes for nappy changing their child. These items should be contained in the child's bag which is clearly labelled with the child's name.

### Procedure:

- The childcare worker informs her colleagues that they are taking the child out to be changed.
- Greet the child in a pleasant manner, inform them on what you are proposing to do.
- Childcare workers hands should be washed before changing nappies.
- Disposable gloves and aprons should be worn.
- The child is brought to nappy changing area along with his/her bag.
- The child is encouraged to climb up low steps to get on the changing table. This ensures that the childcare worker does not have to lift the children themselves.
- All materials necessary to change child must be placed at hand.
- Adult interacts in a child centred & caring manner while nappy changing.
- Respond to the child's needs – distress, play etc.
- Child is never left unattended on changing mat.
- Dirty nappies must be placed in double plastic bag before disposed into lined nappy bin.
- Ensure safety throughout the activity.
- Return and settle the child in the care area.
- Adults must clean down nappy changing surface & wash hands thoroughly after each nappy change.
- Place soiled nappy in the nappy bags and put in the nappy disposal bin.
- Empty the nappy disposal bin at the end of each session.
- Adults must fill in nappy changing/toileting routine sheet after each procedure is carried out.

### **Please note: Volunteers/students and staff members.**

All adults will be vetted before they assist the children with toilet routine and nappy changing.

This policy was adopted at a meeting of the Listowel Family Centre Ltd by the Management Committee on

Signed: \_\_\_\_\_ (Chairperson) Date: \_\_\_\_\_

## **SAFETY STATEMENT**

A safety Statement has been prepared for the Listowel FRC. A copy of the statement is available to all members of staff and is kept in the Sluice Room. All staff, volunteers and students must ensure that they have read and understand the statement.

An accident book for staff, students, visitors and volunteers is available in the Sluice room. This book should be filled in for all accidents and incidents that happen in the Centre.

The Centre will provide training for all staff on the safety statement.

The basic points from the statement are shown below.

### **Employees:**

Employees in the Children's Centre include: Child Care Workers, Child Care Cooks, Community Employment Participants, Rural Social Scheme Participants. Other staff include: Reception staff, Care-takers, Parenting Supports Co-ordinator, Community Development Co-ordinator, Facilities Co-ordinator, Administrator/Deputy Manager, Manager.

Section 9 of the Safety, Health and Welfare at Work Act 1989 outlines the general duties of employees while at work. Employees shall:

- Familiarise themselves with and conform to the company's safety, health and welfare policy.
- Observe all safety rules and take reasonable care of their own safety and the safety of others affected by their actions or omissions while at work.
- Co-operate with the employer and any other person to such extent as will enable his employer or the other person to comply with any of the relevant statutory provisions.
- Use in such manner so as to provide the protection intended, any suitable appliance protective clothing, convenience or equipment provided for securing his safety, health and welfare while at work.
- Report to his employer, without delay, any defects in plant, equipment, and place of work or systems of work, which might endanger safety, health or welfare, of which he becomes aware.
- Use all correct tools and equipment or any other means provided for securing his safety, health and welfare while at work.

- Report to his employer, without delay, all accidents or near misses, whether the persons are injured or not.
- Direct suggestion to improve. Safety, health and welfare to those responsible for safety.

This statement was adopted at Listowel Family Resource Centre Ltd. Management meeting on:

\_\_\_\_\_

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

Chairperson

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

## SAFETY & FIRE PREVENTION POLICY

### Policy Statement

It is the policy of Listowel Family Resource Centre to:

- Comply with all legislation in force in the area of safety and hygiene including;
- The Child Care Pre-School Regulations 2006
- The Fire Service Act 1981
- The Health and Safety at Work Act 1989.
- Building Regulations 1991
- Ensure the health, well-being and personal safety of all users while on the premises.
- Have proper accident prevention and emergency procedures agreed and shared with all Centre users.
- Ensure all agreed safety procedures are reviewed regularly and followed consistently.

Please refer to detailed ***Safety Statement***.

### General

1. Listowel Family Resource Centre will have the recommended ratio of adults to the number of children on the premises. There will always be sufficient experienced adults with current First Aid training to ensure that one such person is always on duty.
2. Listowel Family Resource Centre will ensure that children do not have access to the roadway and other areas, which may be a safety risk, except with careful supervision.
3. Care will be taken that children cannot leave the premises undetected.
4. The Centre has immediate access to a phone.
5. Fire exits must not be locked and access to them must always be kept clear. Keys to the gates from the children's play area must be available near to the entrances.
6. Children are supervised by adults at all times and never left on their own. Staff know which children are present at any time by referring to the daily roster.
7. In line with policy statements, all parents will be advised of the Children's Centres' procedures. Special emphasis will be placed on the opening and closing of doors, on parking cars safely, etc.
8. No staff member/volunteer should be expected or asked to be in the building or wait outside it alone at any time, to ensure their personal safety unless part of their working duties. Then the working Alone Policy must be followed.



9. Furniture and equipment will be laid out in such a way as to minimise safety risks as well as allowing clear circulation space, ensuring that corridors are not created between various activities.
10. Children will be shown how to carry objects carefully, i.e. toys, chairs, scissors, and advised never to run with anything in their mouths (permanent damage can be caused to the soft palate).
11. Staff will ensure that unsuitable objects are not available to children in the playroom.
12. Safety checks will be made to the building both inside and outside before and after the daily session.
13. Adults will not smoke in the building.
14. Children and staff are requested to wear loose comfortable clothing, with flat shoes, and appropriate jewellery.
15. All cleaning material/dangerous substances will be kept out of reach of children in a locked cupboard.
16. Safety plugs will cover all electrical sockets, and trailing wires avoided.
17. All equipment is checked regularly for possible damage.

## **Accidents And First Aid**

1. A fully equipped First Aid Box is always readily available, the location of which is known to all adults. The First Aid Box contents are checked every month and any items used or out of date will be replaced.
2. The Children's Centre has present at all time at least one member of staff holding and up to date First Aid Certificate.
3. Listowel Family Resource Centre has a proper filing system for children's records in order to facilitate easy access to parental permission and other information in case of emergency.
4. Minor accidents are treated in Listowel Family Resource Centre and parents/guardians/carers advised of the nature of the injury and the action taken, when the child is collected.
5. All relevant accidents will be reported to the insurance company.
6. An accident book is kept in the Children's Centre.
7. Listowel Family Resource Centre has an agreement with a local surgery in case of accidents or sudden illness.

## **Safety Statement**

A Safety Statement is the management's written programme for safeguarding safety and health in the workplace. It specifies the manner, organisation and resources necessary for maintaining and reviewing safety and health standards.

A named person must be responsible for ensuring compliance with the Health, Safety & Welfare at Work Act 1989.

## **Fire**

1. Listowel Family Resource Centre has at least 1 Fire Extinguisher of 1gallon capacity in the building, situated in close proximity to the main access/exit.
2. The appointed staff member knows how to use the Fire Extinguisher and where the Water Hydrant is located. The Fire Extinguishers are checked annually.
3. Automatic fire detection is present in Children's Centre.
4. Listowel Family Resource Centre has standard fire drills and evacuation plan, and this is posted in every room. Every month fire drills are carried out and recorded.
5. All children and staff are familiar with the fire procedures.
6. A nominated person will call the Fire Brigade.

***See Fire Procedures for Each Childcare Area within the Children's Centre.***

This policy was adopted at a meeting of the Listowel Family Resource Centre Ltd. Board of Management Committee on \_\_\_\_\_

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

Chairperson

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

## PROCEDURE FOR FIRE DRILLS WITHIN CHILDREN'S CENTRE

1. **Raise Alarm**: The alarm will be raised when a fire has been discovered. There are fire alarms in each childcare room. Staff know where each alarm is located. Evacuating the children from the building is the responsibility of all staff. The Team leader/deputy collects the register for the role call outside.
2. **Evacuate Building**: There are maps in each room that indicates the escape route from that room. Staff will make themselves aware of the escape routes from the room in which they are working. 1 Assistant in front, 1 Assistant in middle. Team Leader at rear. One Assistant checks the sleep room and toilet on the way out. Children and Staff walk to fire assembly point in the car park. The children and staff walk orderly out of the building.
3. **Leader checks** - The children are counted and the Leader does a role call.
4. **Call fire Brigade**: Appointed person goes to call Fire Brigade from nearest phone. Leader stays with Children.
5. **Putting Out the Fire**: If it is safe to do so without any risk to oneself or compromising the care of the Children, put out the fire with the appropriate extinguishers until the Fire Brigade arrives.

Fire Drills are carried out monthly and recorded on the playroom record sheet.

**NO BODY RE-ENTERS THE BUILDING UNTIL THE FIRE OFFICER SAYS IT'S SAFE TO DO SO.**

This Policy was adopted by Listowel Family Resource Centre Ltd. Management at a meeting on

\_\_\_\_\_

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

Chairperson

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

## FIRST AID POLICY

Listowel Family Resource Centre ensures that:

- The adults working with the children will be trained and qualified to administer First Aid. This qualification should be current.
- First Aid boxes and a simple First Aid book are provided and sited in designated areas as outlined in the Health & Safety Statement.
- The First Aid boxes are stored in places which are easily available to all adults, but beyond the reach of children. Contents of the boxes are checked regularly and replaced as necessary.
- The first aid box contains: disposable gloves for bloody injuries; gauze and hypo-allergic tape for cuts and grazes; a selection of bandages, including a triangular bandage for fractured arms, tubular bandages for fingers, an eye pad and normal saline eye wash; crepe bandages for supporting strains; a good pair of scissors; a pair of tweezers for removing splinters and stings; safety pins; normal saline sachets; a fever scan thermometer; a flashlight; an ice-pack.
- The first aid box does not contain any substance, which may cause allergies.
- Medical supplies in the First Aid boxes are checked regularly by the designated person, in for freshness and to ensure that there is a sufficient quantity of items.

### First Aid Officer Duties

- Staff with 1<sup>st</sup> Aid Cert will be responsible for carrying out minor First Aid.
- A First Aid report must be filled in and kept in the First Aid file. All reports to be signed by the Children's Centre Co-ordinator.
- The First Aid Officer will supervise children who are under observation, as a result of accidents/sickness while on the premises.
- An up to date list of contact numbers for parents, doctors and hospitals is kept in an easy accessible place

This Policy was adopted at a meeting of Listowel Family Resource Centre Ltd. Management Committee on

\_\_\_\_\_

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

Chairperson

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

## **SMOKE-FREE WORKPLACE POLICY**

### **Purpose**

Second-hand smoke, also known as Environmental Tobacco Smoke (ETS) or passive smoke is a cause of disease, including lung cancer and heart disease in third parties. Neither the simple separation of smokers and non-smokers within the same air space, nor the provision of ventilation, can eliminate exposure to second-hand smoke and the consequent health effects of such exposure. This policy has been developed to protect all employees, service users, customers and visitors from exposure to second-hand smoke, to ensure compliance with legal obligations and to ensure a safe working environment.

### **Policy**

It is the policy of Listowel Family Resource Centre Management that all of its workplace is smoke-free and that all employees have a right to work in a smoke-free environment. Smoking is prohibited throughout the workplace with no exceptions. This policy applies to all employees, contractors, customers and visitors.

Overall responsibility for policy implementation rests with the Children's Centre Co-ordinator and Manager. All staff has an obligation to adhere to, and facilitate the implementation of this policy.

Manager shall inform all existing employees, consultants and contractors of the policy and their role of implementation and monitoring of the policy. All new and prospective employees, consultants and contractors shall be informed of the policy on recruitment/ induction by the person in charge.

### **Policy Regarding Infringements**

Infringements by staff will be dealt with, in a first instance, under employee disciplinary procedures. Employees, consultants, contractors, customers and visitors who contravene the law prohibiting smoking in the workplace are also liable to prosecution.

Outside smoking can only take place at the rear of the building with the doors closed and at recognised break-times that is fifteen (15) minutes when a person works for four (4) hours, otherwise at person's unpaid lunch break.

### **LITTER LAWS MUST ALSO BE ADHERED TO.**

This policy was adopted by Listowel Family Resource centre Ltd. Management meeting on: \_\_\_\_\_

Signed: \_\_\_\_\_ (Chairperson)      Date: \_\_\_\_\_

## HEALTH & NUTRITION POLICY

### Policy Statement

It is the policy of Listowel Family Resource Centre Ltd. management and staff to promote a healthy lifestyle through prevention of illness, encouraging the take-up and completion of immunisation programmes and developmental checks, and establishing healthy eating patterns with an emphasis on the social and enjoyable aspects of mealtimes.

The Family Resource Centre will comply with all current legislation regarding food hygiene included in:

- The Child Care Act 1991
- The Child Care Pre-School Services Regulations 2006
- The Safety, Health and Welfare at Work Act, 1989.

We do this by:

- Providing opportunities for energetic play which encourages an active lifestyle for all children involved in Listowel Family Resource Centre
- Inviting health care and other professions to visit the group in session, and to speak at parent meetings.
- Ensuring all articles and substances are handled, stored and transported safely.
- Ensuring that all staff has access to training in first aid.

### Healthy Eating

Listowel Family Resource Centre management and staff strongly encourage "Healthy Eating for Life".

Parents are invited to support this policy.

- Children who have dietary needs (e.g. Allergies or medical needs) will be provided for in the Children's Centre. These needs must be recorded on the Admission Record Form.
- The menus will reflect the cultural and the religious background of the children.
- Parents are welcome to make suggestions.
- Mealtimes are viewed as opportunities to encourage social interactions between children and staff.
- Where appropriate, children may help to prepare food and clear away afterwards.
- If a child's eating or drinking patterns vary the parent will be notified.

- Any new information about food additives in foodstuffs will be communicated to parents as staff and management become aware of it.
- Listowel Family Resource Centre staff will encourage children to have good eating habits at all times.
- Menus are planned in advance and displayed for all to view.
- The Centre Chef is responsible for the cooking of the food, preparing the Menus, and maintaining the food preparation and storage area in a clean and hygienic state.
- The Centre Chef, in conjunction with the Children's Centre Co-ordinator, prepare the budget and ensure shopping is done on a weekly basis.
- Advice and information is received from the HSE Nutritionist and the Health Promotion Unit.
- All food is cooked on the premises
- All food waste and other refuse must be disposed of daily and hygienically in a manner as not to cause a nuisance.

This policy was adopted at a meeting of Listowel Family Resource Centre Ltd. Board of Management on

Signed: \_\_\_\_\_  
(Chairperson)

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

## MEAL TIMES PROCEDURE

### Preparation For Meal Times:

- Toys and Equipment are put away by Adults and Children
- Tables are cleaned down with a natural tea tree solution
- Adults show good example by washing their hands at in the playroom before handling food
- Children wash their hands before handling or eating food.
- We provide all of the children's food
- Morning break – 9.30am – e.g. cereal, fruit, drink
- Hot lunch is at 12.15pm
- Afternoon lunch is at 2.00pm
- Afternoon snack is at 4.00pm – e.g. crackers, cheese, cold meat, fruit
- All Children are encouraged to sit at a communal table, where conversation is encouraged by adults
- Younger children are seated in appropriate chairs and assisted with feeding if necessary
- Adults will be vigilant to children's needs around food allergies and preferences in taste
- When children are finished at meal times. They are encouraged to:
  - Place leftover food and waste into Playroom bin
  - Place dirty utensils onto the food trolley for washing in the sink which is done outside the playroom
- Children's utensils, i.e. cups, bottles, are washed and returned to the child's bag by the adults ready for home time
- Tables are cleaned down by the staff with a natural tea tree solution before the next activities are placed on them.

This Policy was adopted at a meeting of Listowel Family Resource Centre Ltd. Management Committee on

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

Chairperson

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



## MEDICATION POLICY

### **Policy Statement:**

Listowel Family Resource Centre believe in inclusion, therefore children and families should not be excluded as a result of medical grounds. It is the policy of Listowel Family Resource Centre to administer both short-term and long-term medication by following the outlined procedure.

### **Short -Term Medication**

Short-term medication includes – Antibiotics, Calpol, nappy creams, alternative remedies and Cough Mixtures etc.

The following conditions apply:

- A child who is on antibiotics should not attend the service for 24hrs from the time they start taking medication.
- Staff must be notified if a child requires medication.
- The parent must fill in a medication registration form, signed also by two members of the relevant childcare team.
- All medicines will be kept in a locked cabinet out of reach of the children.
- All medicines are stored in their original containers and according to manufacturer's instructions.
- All medicines are checked regularly to ensure they are within date of expiry.
- Parents will be contacted by telephone before the medication is administered if the child becomes ill at the Children's Centre.
- Medicines including non prescribed medications shall be labelled with the name of the child that the medication is intended for.

### **Child Becoming Ill at the Children's Centre**

If a child becomes ill while attending the Children's Centre, the parents or guardians of the child will be notified immediately by the Children's Centre Co-ordinator, Team Leader or Key Worker, through the contact phone number on the child's record card. If a child has a temperature an anti-febrile agent, i.e. temperature reducing medication, will be administered to children. Contact will be made with the parent prior to administration where parental consent has not been obtained. Childcare staff will complete a temperature record sheet which will be discussed with the parent on their arrival to the Children's Centre.

The parents or guardian will be asked that the child be taken home or that other arrangements should be made for the care of their child who is ill.

## **Long-Term Medication**

Long-term medication includes medicines for conditions such as diabetes, asthma and other long-term illnesses/conditions.

The following conditions apply

- Staff must be notified if a child requires medication.
- The parent must fill in a medication registration form, signed also by two members of the relevant childcare team.
- All medicines will be kept in a locked cabinet.
- Parents will be contacted by telephone before the medication is administered.
- Staff must receive training in the use of and the administering of the medication.
- Staff must be briefed on, read and understand the leaflet or information on medications being administered
- A signed record of the date, time route and dose of medications will be maintained on file by the team leader.
- There is an information sheet in each room containing the poisonous info line number, GP surgery, pharmacist, gardai.

This policy was adopted at a meeting of the Listowel Family Centre Ltd. Management Committee on

\_\_\_\_\_

Signed:

\_\_\_\_\_

Chairperson

Date:

\_\_\_\_\_

## SLEEP POLICY

We recognise that as a Children's Centre we need to provide sleep facilities whilst children are in our care.

The following guidelines are adhered to and this assists in ensuring the well-being and safety of the children during sleep times.

### **The sleep room:**

- The sleep room is adequately ventilated to allow for air change throughout the day.
- The temperature is maintained at 16 to 20 centigrade and a wall-mounted thermometer is visible to monitor the room temperature.
- The cots in the room are not placed too close together or near doors, heaters, window ledges or blind cords as to prevent strangulation and the room itself is an adequate size as recommended by TUSLA.
- The children have their own cots and separate bedding is used per child.

### **The cots themselves are:**

- Regularly cleaned and disinfected.
- Are well maintained and have the recognised safety standards regarding the width of the bars of the cot and the height of the mattress from the top of the cot.

### **The mattress used is:**

- Well fitting (the gap between the sides of the cot and the mattress is less than 2.5cm).
- Firm.
- Covered with waterproof mattress protector.
- Regularly cleaned, disinfected and aired.

### **Safety Guidelines at Sleep Times:**

If a child is unwell and has fallen asleep in the playroom, they remain in the childcare room for the staff to be able to monitor the child whilst waiting for a parent /carer to collect them.

- Pillows, quilts, cot bumpers cushions are not used in the sleep room.
- Children are put to bed in a supine position.

- Children are not put into the sleep room with bottles, bibs or toys.
- Only one child per cot.
- Children are monitored through the visual window whilst they are in the sleep room and they are also checked by a member of staff every 7 minutes.

## **Sleep Record Sheets:**

- Recorded on a record sheet which is outside the sleep room door.
- Child's name is recorded.
- Time of going to sleep is recorded.
- 7 minute timed intervals of checking the child is recorded.
- Signature of staff member.
- Comments recorded including position, breathing and colour of the child.
- Time of waking is recorded.

**Information from the First Light website is placed on a notice board in the sleep room for childcare staff's information and also briefed on during team meetings**

**The Sleep Policy is in place to ensure children's safety and provide a caring and appropriate environment for sleep times.**

This Policy was adopted at a meeting of Listowel Family Centre Ltd. Management Committee on.

\_\_\_\_\_

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

Chairperson

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

## BITING POLICY

We recognise that as a Children's Centre we need to protect children in our care. As part of protecting children we recognise that some children bite in the early years and this policy protects all children and deals positively with the issues of biting.

### As a Children's Centre we:

- Encourage positive behaviour
- Keep a watch for things like fighting for toys
- Encourage sharing
- Give the children interesting and simulative activities to do
- Need to be aware of changes of the child's circumstances, home life, etc
- Need to provide activities that encourage and support children to express themselves, e.g. music, movement, sand and water etc.
- Closely observe a child who has bitten before and be prepared to step in and act
- Take note of the childcare room environment. Is it over stimulating, too many hot emotional colours, e.g. reds, oranges etc., being used? Is there too much background noise?
- Be aware of transition times. How are they managed? Are children expected to stand/sit for periods while waiting for an activity/lunch? And so forth.
- Need to know what actions to take if a child is biting.

### When a Child Bites:

- In a firm voice say the words, 'No' or 'Stop' to get the attention of the biting child away from the child who they have bitten. Get down to the child's level and stay with the child who has bitten to support them.
- Get down to their level and comfort the bitten child and if needs be, run the bitten area under cold water.
- Make it clear to the child who was biting that, biting is not allowed, it hurts others and they must not do it again.

## **Reporting Procedures for Childcare Staff:**

### ***Child Who Has Been Bitten:***

- Fill out a report as stated in the incident/ accident book about what happened.
- Date and sign off the reports.
- Inform the parents what happened.
- Inform the parent if the skin has been broken and advise them to speak to their G.P. or practice nurse for the best course of action.
- Show the report to the parent and ask them to sign it off.

### ***Child Who Has Bitten:***

- Fill out a report as stated in the incident/ accident book about what happened. Do not name child who was bitten in this report.
- Date and sign off the reports.
- Inform the parents what happened.
- Discuss with parent to see if there is an apparent reason for biting, e.g. oral development, teething, etc.
- Show the report to the parent and ask them to sign it off.

This policy was adopted at a meeting of Listowel Family Resource Centre Ltd. Management Committee on:

\_\_\_\_\_

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

Chairperson

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

## **Outdoor Play Policy**

It is the policy of Listowel Family Resource Children's Centre that children have access to outdoor play several times during the day.

The Children's Centre has a covered outside area so that there are very few days in the year when children cannot have access to the outdoors. We also have wellington boots and rain gear if the weather is damp.

### **Outdoor Play Toys**

Bouncing Balls - Bikes (pedal type and let push along) - Dolls pushchair - Slide

Skittles – Rocker - Sand/Water - Climbing frame- -Skipping Ropes – Hoops - Bean Bags

### **Outdoor play Activities**

- Sand
- Active games
- Exploration
- Ring-a-Roses (music and actions)
- Hop Scotch
- London Bridge
- Hokey Pokey
- Team Games
- Gardening; flowering, planting.

**Tree trunks and planks of wood are provided for balancing activities**

### **Outdoor Procedure**

The children are helped to put on their outdoor clothes, coat, boots, hat and gloves.

There are two gates in the garden which are kept closed for the children safety; a key is available so that each gate can be opened if required.

On warm days, with consent of the parents, we put sun protection cream on the children and encourage them to wear sun hats. Cool drinks are available to the children through the session.

## *The Outdoor Curriculum ensures that:*

Children learn naturally through the medium of play, with the emphasis on natural materials. Children are valued and supported in all their needs. We aim to support all children's knowledge and understanding of the world by providing opportunities to learn new skills, develop creatively, and establish positive attitudes through play.

- The individuality of each child is respected and nurtured.
- A wide variety of activities and play equipment is provided in an environment free from prejudice and discrimination. These should present a positive image of children and adults in society.
- Children are encouraged at all times to appreciate and value differences.
- A range of materials are chosen to reflect cultures, gender and ability differences.

This policy was adopted at a meeting of Listowel Family Resource centre Ltd. Management Committee on:

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

Chairperson

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



## OUTINGS POLICY

### **Policy Statement**

Listowel Family Resource Centre aims to provide children with a varied and wide experience and from time to time the service may organise day trips and outings. It is our policy to ensure the safety and well-being of children during these activities through planning, risk assessment, management and supervision of the activity.

1. Outings are an opportunity to extend the curriculum and be a response to children's interests.
2. Prior written information about proposed outing or visitors to the service will be given to the parents.
3. Parents are encouraged to actively take part in the planning, the preparation and the outing events.
4. Signed permission will be obtained from parents for each outing.
5. Insurance cover is provided for all outings.
6. Children with additional needs will be taken on outings whenever possible, one to one adult supervision will be provided.
7. Children will be introduced, in smaller groups, to local activities e.g. Library, Garda Station, Fire Station.
8. The above guidelines for outings apply to local visits as well as more formal outings.
9. To build on the learning experiences of outings, children and adults must be given an opportunity to discuss these experiences and to explore and investigate other aspects of the curriculum in relation to these events.

### **Safety on Outings**

- The outing is decided in consultation with parents and to suit the age of the children.
- All trips and outings will be planned in advance and a risk assessment will be carried out by the Children's Centre Co-ordinator with regard to the following issues; safety in regard to the method of transport facilities, activities, accessibility for children with additional needs and emergencies.
- We will ensure that adequate insurance is in place and that appropriate staff/child ratios are maintained in line with the pre-school regulations and risk assessment.
- The parents will get a permission form and a letter explaining about the outing stating where the children will be going, the date, time of going and time coming back and what, if any, the cost is.

- Where appropriate, parents may be invited to accompany their children on trips.
- The staff will take a list of the children names, contact numbers and the Children's Centre's mobile phone.
- The staff ensure a standard list of items are carried (list below)
- We will ensure that the method of transport complies with relevant safety requirements and insurance.
- When using private transport we will ensure there are safety belts provided and insurance.
- We will invite parents to go, inform them of emergency procedures and insurance.
- We will complete a head count of children on the bus before leaving and the same procedure when coming back and throughout the outing.
- A first aid box will be taken and at least one person with a First Aid Certificate will be present on the trip.

## **Outings Checklist**

- List of the children's names / parents attending.
- The children are checked against the register before leaving the Children's Centre and at the venue before departing, as well as throughout the outing.

## ***Things to take:***

- ✓ Children's names and list of contact numbers
- ✓ First Aid Box
- ✓ Tissues / Carrier Bags / Kitchen Roll
- ✓ Plastic container of juice / Plastic Cups
- ✓ Nappies / Wipes / Nappy Bag
- ✓ Children's change of Clothes
- ✓ Mobile Phone

The policy was adopted at a meeting of Listowel Family Resource Centre Ltd. Management Committee

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

Chairperson

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

## SUN POLICY

It is our policy at Listowel Family Resource Centre to ensure that all steps are taken whilst the children are outside in strong sun light that they are protected from the harmful effects of the sun.

We request that parents either supply sun protection to the Children's Centre for the duration of the child's session and sign consent for the same or sign consent for the application of sun cream purchased by the centre and applied by staff. Also, that suitable outdoor clothing and hats are worn to protect the child from exposure to direct sunlight.

The cream will be left labelled with the child's name on it in the child's bag for the staff to apply to the child as and when required.

### ***We will also:***

- Apply sun cream to the children before going out in strong sun light.
- Provide sun hats for the children to wear if required.
- Provide drinks throughout the session.

These steps are in place to safe guard the health and welfare of the children who attend the Children's Centre.

This policy was adopted at a meeting of Listowel Family Resource Centre Ltd. Management Committee on:

\_\_\_\_\_

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

Chairperson

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

## Accidents & Incidents Policy

It is our policy at Listowel Family Resource Centre to promote the health, well being and safety of all children in our service through the implementation of policies and procedures and regularly reviewing them. Although we adhere to all safety precautions and guidelines, accidents and incidents may occur.

- We will ensure that all staff are aware of emergency numbers and that they are prominently displayed.
- We will ensure that all relevant staff have up to date First Aid Training and that a complete First Aid box is accessible in each room/area.
- After an accident/incident record as soon as practicable, report forms are completed and recorded in the Accident/Incident Folder.
- The Manager, Children's Centre Co-ordinator is informed of serious accidents/incidents.
- Parents/Guardians are always informed of incidents or accidents involving their child and requested to sign the relevant form.

This policy was adopted at a meeting of Listowel Family Resource Centre Ltd. Management Committee on:

\_\_\_\_\_

Signed:

\_\_\_\_\_

Chairperson

Date:

\_\_\_\_\_

## SWINE FLU POLICY

The Children's Centre at Listowel FRC will follow the procedures set out in the "Guidance for crèches/preschool settings in preparing for and managing pandemic (H1N1) 2009 influenza (Swine Flu)", published by the HSE and all subsequent advice.

Copies of these guidelines are included with this policy document and/or can be accessed in Listowel Family Resource Centre.

This policy was adopted at a meeting of Listowel Family Resource Centre Ltd. Management Committee on:

\_\_\_\_\_

Signed: \_\_\_\_\_  
Chairperson

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

## STAFFING POLICY

Listowel Family Resource Centre Ltd. is the employer or sub-sponsor group of all employees.

Every member of staff is:

- ✓ Interviewed
- ✓ Issued with a contract of employment that states their terms and conditions
- ✓ Subject to induction procedures and probationary period
- ✓ Informed of where Employee Handbooks are located through the building (1 in every area of work)
- ✓ Provided with a full list of all Listowel FRC Policies and Procedures and informed where to access the full policy
- ✓ E Vetted
- ✓ Reference Checked
- ✓ Provided with Support & Supervision

All staff are required to comply with all Policies and Procedures of Listowel Family Resource Centre. These Policies and Procedures are available between 2 documents:

1. Employee Handbook
2. Centre Policy Document Folder

Examples of the Policies contained in these documents include: Child Protection, Equal Opportunities, Grievance and Disciplinary, Confidentiality, Dignity & Respect in the Workplace, Harassment & Bullying. This list is not exhaustive.

Staff are required to confirm they have read the Employee Handbook.

This policy was adopted at a meeting of Listowel Family Resource Centre Ltd. Management Committee on

\_\_\_\_\_

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

Chairperson

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

## STAFF ABSENCE POLICY

Listowel Family Resource Centre are concerned with the health and well-being of all children, families, groups and staff of the Centre.

### **Staff Absence due to Illness:**

Staff must follow the procedures as laid out in the Employee Handbook which includes:

- Notification to Listowel Family Resource Centre as soon as possible so as cover can be arranged to ensure the correct adult/child ratio in place.
- All other procedures regarding sick Leave must also be followed.
- If a childcare staff member has Vomiting and Diarrhoea, they must stay out until they are **symptom free for 48 hours.**

### **Staff Absence due to Annual Leave or other Statutory/Non-Statutory Leave:**

All procedures relating to Annual Leave and other statutory/non-statutory leave entitlements are detailed in the Employee Handbook and staff must follow these procedures.

### **Cover for Leave:**

The Children's Centre Co-ordinator (Deputy Children's Centre Co-ordinator/Manager/Deputy Manager in absence of Children's Centre Co-ordinator) is responsible for ensuring adequate cover is in place.

Cover will be arranged from either:

- Existing staff team and/or
- Childcare Relief Panel

### **Childcare Relief Panel:**

Childcare workers on the Relief Panel are subject to Listowel Family Resource Centre's Recruitment and Selection Policy and the Staffing Policy.

If a Childcare staff member is absent due to annual leave, cover will be arranged as outlined above.

This policy was adopted at a meeting of Listowel Family Resource Centre Ltd. Management Committee on: \_\_\_\_\_

Signe: \_\_\_\_\_ (Chairperson)      Date: \_\_\_\_\_

## CAR PARK POLICY

Listowel Family Resource Centre ensures that its' facilities are fully accessible and have safe access.

In order for Listowel Family Resource Centre to achieve this fully all visitors to the Centre are asked to abide by the car park rules. This will ensure:

- ✓ Ease of access for ALL visitors/Centre Users
- ✓ Safe access for ALL visitors/Centre Users
- ✓ Reduced risk of accidents

### Car Park Rules:

- Parents/Carers attending Children's Centre to ONLY park in bays directly to the left of the Car Park entrance.
- ONLY those who hold a **valid Disability Disc to park in Disability bays.**
- NO parking/stopping on the roundabout at ANY time.
- Park correctly between the lines to maximise parking as Centre is mostly very busy.
- Footpaths are to be used at all times when escorting children/vulnerable adults into the Centre. Children's hands MUST always be held while entering and leaving the Centre, to prevent any child/children from running out onto the car park.
- NEVER leave children unattended in a vehicle in the car park.
- ALWAYS ensure children are suitably restrained in vehicles while driving (it is a legal offence to have children unrestrained in a moving vehicle & Listowel FRC staff are obliged to report to An Garda Síochana if observed).
- Ensure vehicle is always locked and all valuables are locked away out of sight in the vehicle.

**Always RESPECTFULLY follow the directions of Listowel FRC staff on Car-Parking Duty.**

Listowel Family Resource Centre Ltd. accepts no responsibility for any, loss, theft, damage to vehicles or personal belongings.

Please do not allow your child/children, particularly those attending the Crèche or Pre-School, to press the access button of the automatic front door in order to prevent them running onto the car park. This is to be adhered to both on entry and exit to the Centre.

This Policy was adopted at a meeting of Listowel Family Resource Centre Ltd. Management Committee on:

Signed: \_\_\_\_\_ (Chairperson)

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



## Equality and Diversity Policy

Here in Listowel Family Resource Children's Centre we believe in a commitment to equality is an essential part of our work because we believe that everyone has a right to have their individual needs and experiences respected and valued. This, in turn, creates an environment where diversity is positively reflected throughout our practice and encourages the children to acknowledge and celebrate difference within our Children's Centre community and the world in which we live.

Listowel Family Resource Centre declares a firm belief in a policy and practice of Equal Opportunities. It has regard to the United Nations Convention on the Rights of the Child 1989 and the Human Rights Act 1998. We are committed to combating all forms of prejudice and eliminating all forms of unfair discrimination. It is our intention that no potential or actual service user, whether child, adult or member of staff, will receive less favourable treatment on the grounds of national or ethnic origin, colour, religion, gender, disability, sexual orientation, age, civil status.

We believe that all children, irrespective of ethnicity, culture or religion, home language, family background, learning difficulties or disabilities, gender or ability should have the opportunity to experience a challenging and enjoyable programme of learning and development.

We will promote multi-cultural and special needs education through toys and equipment and adult's active awareness of opportunities, to support and extend children's experiences as they participate in their own culture and learn about the cultures of others.

Concepts common to all cultures will be valued and encouraged, such as music, language, games, food and clothing and we acknowledge a variety of cultural festivals. Our curriculum approach portrays that there are many ways of seeing and living in the world and our materials reflect diversity e.g. cooking, dressing up clothes, images found in books, jigsaws and visual aids all portray people positively in a wide variety of roles and cultures and disabilities. All children notice differences. This is developmentally appropriate and, by itself, not a problem. Our aim is to help children develop positive attitudes to differences and see them as normal, familiar, acceptable and useful.

We aim to help the children develop social competence (the ability to accept the view of others, express feelings appropriately, resolve conflicts with others, care for one's own needs and show concern for others, working co-operatively to meet a common goal). We hope that this will create an awareness of the different needs of others and encourage the children to live harmoniously as caring members of society.

**This policy was adopted at a Board of Management meeting of Listowel Family Resource Centre on:**

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

Chairperson

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

## Child Protection Policy

Throughout the document the following terms are used:

**Child Protection Concern** – when there are reasonable grounds for believing that a child may have been, is being, or is at risk of being physically, sexually or emotionally abused or neglected. *Child Protection and Welfare Practice Handbook* (2011) Page 5.

**Child Welfare Concern** – a problem experienced directly by a child, or by the family of a child, that is seen to impact negatively on the child's health, development and welfare, and that warrants assessment and support, but may or may not require a child protection response. *Child Protection and Welfare Practice Handbook* (2011) Page 6.

**Abuse** - refers to the four recognised, categories of abuse, i.e. neglect, physical abuse, emotional abuse and sexual abuse;

**Child** - refers to a person under the age of 18 years, excluding a person who is or has been married. *Children First: National Guidance for the Protection and Welfare of Children* (2011) Paragraph 2.1.2.

**Family Resource Centre** - Refers to the activities planned, organised, supervised and run by the staff and Voluntary Board of Directors of the Family Resource Centre or those appointed by them to do so;

**Volunteer** – refers to people who volunteer to run and manage the Family Resource Centre (Directors) or to undertake activities as directed by the Voluntary Board of Directors;

**Student** – a person on work placement from an educational institution.

**Staff member** – a paid employee of the Family Resource Centre, including CE, Tus, RSS and Internship

**Parent** - refers to parent, guardian and caregiver

**THIS POLICY APPLIES TO ALL STAFF MEMBERS, STUDENTS AND VOLUNTEERS, INCLUDING BOARD OF MANAGEMENT.**

### **Designated Liaison Person:**

Ms. Jackie Landers, Manager

### **Deputy Designated Liaison Person:**

Ms. Jacqui Harteveld, Children's Centre Co-ordinator

### **Leadership Team:**

Ms. Jackie Landers, Manager

Ms. Jacqui Harteveld, Children's Centre Co-ordinator

Ms. Claire Stack, Administrator

Ms. Bridie Mulvihill, Community development/Family Support Co-ordinator

Mr. Toni Clarke, Family Support Co-ordinator

Ms. Patricia Lyons, After-Schools Team Leader & Deputy Children's Centre Co-ordinator

Ms. Sylvia Hughes, Facilities Co-ordinator

## Child Protection and Welfare Statement

Listowel Family Resource Centre is actively committed to a child-centred approach to working with children and young people and undertake to provide a safe and nurturing environment where the welfare of the child is paramount. By promoting their rights Listowel Family Resource Centre will support children to participate in matters that affect their lives. Listowel Family Resource Centre believes that children should be safe and protected in all aspects of their lives and that best practice in relation to child protection and welfare must be at the core of providing community based family supports and services.

Listowel Family Resource Centre adheres to the recommendations of *Children First: National Guidance for the Protection and Welfare of Children* (2011) Department of Children and Youth Affairs; the *Child Protection and Welfare Practice Handbook* (2011) HSE and *Our Duty to Care: Principles of Good Practice for the Protection of Children and Young People* (2002) HSE by implementing best practice procedures on:

- Involving Children and Sharing Information;
- Confidentiality;
- Reporting both child protection and child welfare concerns;
- Recruitment and Selection of staff and volunteers;
- Management and Supervision of staff and volunteers;
- Code of Behaviour for all staff and volunteers;
- Complaints and comments;
- Incidents and accidents;
- Allegations of misconduct or abuse by staff or volunteers;
- Involvement of primary carers.

## Involving Children and Sharing Information

Listowel Family Resource Centre aims to protect and promote children's rights by centring its activities around their safety, enjoyment and comfort (**Appendix 1**) and ensuring that they are valued, encouraged and treated as individuals in the Centre. Children's rights and entitlements will be widely communicated within the Centre using posters and age appropriate information leaflets, including information on the Centre's child protection and welfare policy.

Children will be unconditionally respected and will be heard, listened to and taken seriously in the Centre. They will be encouraged to express their opinions, ask questions and depending on their age and level of understanding they will be consulted in planning activities and drawing up codes of behaviour and an anti-bullying policy. Where possible and depending on resources, age appropriate workshops will be facilitated to maximise their participation.

Listowel Family Resource Centre will engage a variety of communication tools when working with children that have communication difficulties. Staff and volunteers will be encouraged to avail of appropriate training and to access whatever additional resources and supports that are available. The Centre will work closely in partnership with parents / carers and other agencies / support services that are working with the individual child.

## Confidentiality

Listowel Family Resource Centre is committed to ensuring peoples' rights to confidentiality. However, in relation to child protection and welfare the Centre undertakes that:

- The Designated Liaison Person and the deputy Designated Liaison Person will immediately be made aware of any information concerning the welfare of a child;
- No undertakings regarding secrecy can be given by Listowel Family Resource Centre where there is a child protection concern. Staff and / or volunteers that are working with a child and his / her family will always make this clear to all parties;
- The Centre will co-operate fully with the TUSLA Social Work Services on the sharing of its records where a child welfare or protection issue arises. Sharing information in this way is not a breach of confidentiality and total confidentiality can never be guaranteed where the best interests of the child are at risk;
- Listowel Family Resource Centre will take full account of all legal requirements when handling information regarding child protection concerns and will access legal advice as required;
- There are clear procedures in place in relation to keeping records of child protection and welfare concerns or reports. Records will be kept securely until the individual child has reached 21 years of age. Access to these records will be managed by the Designated Liaison Person and the Chairperson;
- Information in relation to child protection and welfare will only be shared on a 'need to know' basis within the Centre and will always be in the best interest of the child;
- Parents / primary carers and children have a right to know if personal information is being shared and / or a report is being forwarded to the Tusla(CFA). They will be told unless doing so would put the child at further risk and/or put a staff member at risk.

***Refer to Confidentiality Policy***

## Reporting Procedures

If any child that Listowel Family Resource Centre comes in contact with is identified as being at risk of harm the Centre must act. 'It is the responsibility of all agencies working with children and for the public to recognise child protection concerns and share those with the agencies responsible for assessing or investigating them, not to determine whether the child protection concerns are evidenced or not'. *Children First: National Guidance for the Protection and Welfare of Children* (2011) Paragraph 3.7.3.

The Criminal Justice Act, 2006 introduced the criminal charge of 'reckless endangerment of children'. It states that 'a person having authority or control over a child or abuser, who intentionally or recklessly endangers a

child by (a) causing or permitting any child to be placed or left in a situation which creates a substantial risk to the child or being a victim of serious harm or sexual abuse or (b) failing to take reasonable steps to protect a child from such a risk while knowing that the child is in such a situation, is guilty of an offence'.

## **GUIDELINES FOR RECOGNISING CHILD NEGLECT OR ABUSE**

Protecting children and young people is everyone's responsibility and staff and volunteers in Listowel Family Resource Centre must be alert to the possibility that children with whom they are in contact with may be experiencing abuse and / or neglect. A definition of the four types of abuse with a list of indicators is contained in **Appendix 2**. Commonly there are three stages in the identification of child neglect or abuse:

- Considering the possibility;
- Looking out for signs of neglect or abuse;
- Recording of information.

*Children First: National Guidance for the Protection and Welfare of Children* (2011) Paragraph 2.7.1.

## **REASONABLE GROUNDS FOR CONCERN**

In Listowel Family Resource Centre staff and volunteers must follow the reporting procedures outlined below if they have a concern about the protection or welfare of a child or young person that they are working with. Each of the following constitutes reasonable grounds for concern:

- An injury or behaviour that is consistent both with abuse and an innocent explanation, but where there are corroborative indicators supporting the concern that it may be a case of abuse;
- Consistent indication over a period of time that a child is suffering from emotional or physical neglect;
- Admission or indication by someone of an alleged abuse;
- A specific indication from a child that he or she was abused;
- An account by a person who saw the child being abused;
- Evidence (e.g. injury or behaviour) that is consistent with abuse and unlikely to have been caused in any other way.

## **GUIDANCE FOR STAFF ON WHAT TO RECORD**

- Date and time of disclosure or concern
- Details of disclosure or concern
- What Action was taken?
- Was anyone spoken to? Who was informed?
- Staff present, if any
- Sign report & witness by Team Leader
- Signature of DLP or Deputy DLP
- 

Records should be factual (e.g. use child's words etc) and not contain assumptions.

## **DESIGNATED LIAISON PERSON**

In accordance with Section 3.3 of *Children First: National Guidance for the Protection and Welfare of Children* (2011), the Centre has appointed a Designated Liaison Person to act as a liaison with outside agencies and also as a resource for any staff member or volunteer that needs support in relation to child protection concerns. A deputy has also been appointed to cover this role when the Designated Liaison Person is unavailable or if s/he is directly involved in a particular concern or incident. Both the Designated Liaison Person and the deputy are familiar with *Children First: National Guidance for the Protection and Welfare of Children* (2011); the *Child*

*Protection and Welfare Practice Handbook (2011); Our Duty to Care: Principles of Good Practice for the Protection of Children and Young People (2002) and Threshold of Need Guidance for Practitioners in Tusla Social Work Services (2014).*

Designated Liaison Person: Ms. Jackie Landers, Manager

Contact details: Listowel FRC; 068-23584/085-1434456

Deputy Designated Liaison Person: Ms. Jacqui Harteveld, Children's Centre Co-ordinator

Contact details: Listowel FRC; 068-23584

## ROLE OF THE DESIGNATED LIAISON PERSON

In Listowel Family Resource Centre, the Designated Liaison Person and the deputy Designated Liaison Person have participated in *Keeping Safe / Children First* training and *Designated Liaison Person* Training.

The role of the Designated Liaison Person is to:

- Be fully conversant with the Family Resource Centre's duties in relation to the protection and welfare of children;
- Provide information and advice on the Centre's child protection and welfare policy and procedures and ensure that all of the appropriate procedures are implemented;
- Ensure that new staff and volunteers are supported to implement the Centre's child protection and welfare policy and procedures through the induction process and the ongoing management, support and supervision of their work;
- Receive and consider child protection and welfare concerns and establish, in consultation with the individual who has raised the concern, if reasonable grounds for concern exist;
- Consult informally with the TUSLA Social Work Services' Duty Social Worker when unsure if the concern constitutes reasonable grounds for concern and whether a formal report should be made to the TUSLA Social Work Services;
- Make a formal referral to TUSLA Social Work Services as required using the Standard Report form (**Appendix 3**);
- Refer any 'out of hours' emergency situation to an Garda Síochána or if not on call - ensure that staff / volunteers are aware of their obligation to contact the Garda Síochána in an emergency ;
- Maintain confidential records;
- Inform the primary carers that a child protection concern is being reported to the TUSLA Social Work Services or to An Garda Síochána unless doing so is likely to endanger the child and/or a staff member.
- Relevant attendance at Child protection Strategy meetings, Child Protection Case Conferences, Family welfare conferences etc.
- Carry out and support all duties relating to appropriate plans for the welfare and protection of children and young people.

## REPORTING A CONCERN

The definitions of abuse and guidelines for responding to a child that discloses are outlined in **Appendix 2 and 4** respectively. A child should never be left in a situation that exposes him / her to harm. If a child protection or welfare concern arises the steps below will be followed:

- The Designated Liaison Person (or the deputy Designated Liaison Person) will be informed immediately;
- The Designated Liaison Person may seek advice from the TUSLA Social Work Services Duty Social Worker to decide whether a formal referral is required. The situation may just require ongoing monitoring; contact details outlined in **Appendix 3**
- If there are reasonable grounds for concern the Designated Liaison Person will make a formal report to the TUSLA Social Work Services without delay, using the Standard Report Form (**Appendix 3**). The form may be downloaded from [www.hse.ie/go/childrenfirst](http://www.hse.ie/go/childrenfirst) or [www.worriedaboutachild.ie](http://www.worriedaboutachild.ie);
- If the concern is urgent and there is imminent risk to a child, the Designated Liaison Person will make the report by telephone and then follow it up with the completed form;
- In an emergency outside of the TUSLA office hours, where the immediate safety of a child is threatened, An Gardaí Síochána will be contacted;
- If the Designated Liaison Person or deputy Designated Liaison Person is not available the person who has a concern, received a disclosure or witnessed an incident, should report to a member of Listowel Family Resource Centre's Leadership Team (Listed on Page 1 of this document). If there is no member available and there is imminent risk contact the TUSLA Social Work Services or An Gardaí Síochána directly;
- Where there is a concern about a potential risk to children posed by a specific person, even if the children are unidentifiable, the Centre will report the concerns to the TUSLA Social Work Services and/or An Gardaí Síochána.

In addition:

- The staff member / volunteer in Listowel Family Resource Centre that expressed the concern about a child's welfare will be kept informed;
- If the Designated Liaison Person decides not to pass on a concern to the TUSLA Social Work Services, a clear written statement of the reasons why the Centre is not taking such action will be given to the person who reported the concern initially. They will also be advised that if they remain concerned about the situation that they are free as an individual to consult with, or report to, TUSLA or An Garda Síochána. The provisions of the Protection for Persons Reporting Child Abuse Act, 1998 (**Appendix 5**) including protection from civil liability and penalisation by an employer, apply once they communicate 'reasonably and in good faith';
- If a report is to be submitted to the TUSLA Social Work Services or to An Garda Síochána, the Designated Liaison Person will inform the primary carers - unless doing so would put the child at further risk. *Children First: National Guidance for the Protection and Welfare of Children* (2011), Paragraph 3.2.9.

## THIRD PARTY REFERRALS

If a member of staff or a volunteer with Listowel Family Resource Centre receives information regarding a suspicion of child abuse / welfare from a third party this must be reported to the Designated Liaison Person who will then consult appropriately with the TUSLA Social Work Services. The source of the information will be made aware that the information will be acted upon in the usual manner.



## REPORTING A CONCERN THAT A CHILD IS MISSING

If there is a concern that a child or young person has gone missing the Centre will immediately notify an Garda Síochána and the TUSLA Social Work Services. The Centre will provide as much information as possible to these agencies such as: age; gender; height; build; hair colour; date person was last seen; where person was last seen; what person was wearing when last seen; any other relevant personal details or information and a recently taken photograph if available.

## REPORTING A CONCERN ABOUT A COLLEAGUES BEHAVIOUR

- If a member of staff or a volunteer has a concern about a colleague's behaviour with regards to a child they should report their concern to their line manager who will liaise appropriately with the Designated Liaison Person;
- If the concern is about the behaviour of their line manager they should report the matter to the Manager (who is the Designated Liaison Person) of the Centre who will liaise appropriately with the Deputy Designated Liaison Person and if necessary with the Chairperson/Staffing Sub-Committee ;
- If the concern is about the behaviour of the Manager of the Centre they should report the matter to the Chairperson of the Voluntary Board of Directors who will liaise appropriately with the Deputy Designated Liaison Person.

## RETROSPECTIVE DISCLOSURE

If an adult discloses that s/he was abused as a child and it is possible that the alleged abuser is still in contact with and / or responsible for children the matter should be reported to the Designated Liaison Person who will consult with the TUSLA Social Work Services.

## PROTECTED DISCLOSURE

Protected disclosure provides legal safeguards for people who want to report serious concerns they have about standards of safety or quality in Irish health and social care services and was introduced into legislation via the Health Act, 2007. A disclosure to an authorised person is protected if that disclosure is made by (a) an employee of HSE/TUSLA, (b) other public health agencies, (c) service providers or bodies funded by the HSE/TUSLA, if it is made in good faith, on reasonable grounds and in accordance with the procedures outlined in the legislation. Listowel Family Resource centre will clarify the situation in relation to protected disclosures when it is negotiating funding levels and / or a Service Level Agreement with HSE/TUSLA. (See *Child Protection and Welfare Practice Handbook* (2011), Paragraph 4.6 for further details).

## RECORDS AND SHARING INFORMATION

- All details in relation to a child protection or welfare concern including the date, time, persons involved in the concern, disclosure or incident and actions and outcomes will be recorded and held securely by the Designated Liaison Person/Deputy Designated Liaison Person in Listowel Family Resource Centre. As much factual information as possible will be obtained to establish the grounds for concern. With each individual case, whether or not a formal report was made to the TUSLA Social Work Services and the reasons for doing so, or not doing so, will also be noted;
- In cases where neglect is indicated over time there may be no requirement for a formal report to be made to TUSLA initially. However, a chronological record of the evidence or symptoms in the child that



gave rise to the concern will be maintained. Thus daily records of incidents / observations may become significant if a pattern of neglect / abuse emerges and may become part of the record of a child welfare or child protection concern;

- Access to records and the extent to which information will be shared will be managed by the Designated Liaison Person and where relevant Chairperson;
- Listowel Family Resource Centre has a policy of co-operating fully with the TUSLA Social Work Services on sharing the Centre's records where a child welfare or protection issue arises;
- Information regarding concern or assessment of child abuse will be shared on a 'need to know' basis within the Centre and always in the best interests of the child.
- All stages of dealing with child protection allegations will be recorded by Listowel FRC.
- All relevant records gathered by Listowel FRC regarding child protection are kept until the child reaches the age of 21. All records are then shredded.
- All information pertaining to child protection will already be submitted to the Tusla Child and Family Agency Child Protection department whose records are kept indefinitely. **Refer to Data Protection Policy.**

## Recruitment and Selection of Staff and Volunteers

### *Refer to Recruitment Policy*

Listowel Family Resource Centre is committed to ensuring best practice in the recruitment and management of staff and volunteers. 'Where staff or volunteers have access to children employers / heads of organisations should at all times implement safe recruitment practices, including Garda vetting of applicants and staff, rigorous checking of references, interview procedures and monitoring of good professional practice'.

*Children First: National Guidance for the Protection and Welfare of Children (2011), Paragraph 4.5.5*

## APPLICATION FORM AND ADVERTISING

An application form must be filled out for all positions in the Centre, whether the position is paid or on a voluntary basis. For volunteers the Application form is combined with a Declaration form (**Appendix 6**). Advertising for positions, paid and voluntary will be done as widely as possible and in a fair, open and transparent manner.

## GARDA VETTING

Listowel Family Resource Centre will ensure that all members of the Voluntary Board of Directors, staff and anyone involved in the delivery of services, supports and programmes on behalf of the Centre have Garda Vetting. Staff or volunteers will not have unsupervised access to children until their vetting application has been satisfactorily processed. Vetting will be done through the Authorised Signatory for Family Resource Centres who is authorised to act as the liaison between Family Resource Centres and the Garda Central Vetting Unit. (Contact Maria Chrystal in Ballymote Family Resource Centre, Co. Sligo for further details). **Refer to Garda Vetting Policy**

## DECLARATION FORM

There may be a delay in the Garda vetting service and staff and volunteers are also required to sign a Declaration Form (**Appendix 6**) before they begin working with the Centre. This form details any criminal convictions, as well as any charges that are pending, against an individual.

## SELECTION AND INTERVIEW PROCESS

Staff will be selected by a panel of at least two or more representatives through an interview process. Volunteers with the Family Resource Centre will also be required to go through an informal interview process with the Centre Manager and/or an appropriate member of the Leadership Team.

Any person that is deemed to constitute a risk to children or young people will not be engaged / employed. Some of the exclusions include:

- Any child abuse related convictions;
- Refusal to sign the application and / or declaration form;
- Insufficient documentary evidence of identity;
- Concealing information on one's suitability for working with children.

## ID AND REFERENCES

Two forms of identification, including one form of photo I.D. with a signature (e.g. passport or driving licence) must be provided by staff and volunteers. Contact details for two referees, who are not family members, must be provided. References will be sought in writing or by telephone and will be followed up by telephone or personal visit as appropriate (**Volunteer Reference Form - Appendix 7**).

## PROBATION

Staff and volunteers will complete a probationary / trial period of at least three months or as outlined by Board of Directors and/or Manager. During this time, their interaction with children and young people and their willingness to abide by, and actively implement, this child protection and welfare policy and procedures will be assessed.

## CODE OF BEHAVIOUR

Staff and volunteers are expected to abide by the Code of Behaviour that is an integral part of this child protection and welfare policy.

## STAFF / VOLUNTEERS FROM OTHER ORGANISATIONS

Listowel Family Resource Centre will clarify the nature of its relationship with the other organisation immediately – particularly in relation to management of staff and volunteers and agreement of the required policies and procedures to ensure a safe environment where the welfare of the child is paramount.

- (a) If the external organisation is renting a space / room from the Centre the organisation will be expected to be fully responsible for managing their own activities and to have the appropriate policies and procedures in place. They will also be required to show evidence of appropriate insurance cover;
- (b) Where students, Community Employment Scheme participants, TUS participants or people on work placements are engaged by the Centre the Designated Liaison Person will provide a copy of this

document to their employer / supervisor as these participants are expected to operate under Listowel FRC Child Protection & Welfare Policy. Codes of Behaviour will be discussed to identify any variances in work practices and to agree a shared approach as part of the placement agreement. Complaints procedures / how to address allegations of inappropriate behaviour will also be part of this discussion and both organisations will have agreed procedures in place regarding information sharing, should such issues arise;

- (c) Where Listowel Family Resource Centre is co-managing an activity / programme in the Centre an agreement will be put in place with the other organisation(s). This agreement will stipulate the agreed policies and procedures that are required to ensure the safe management of the activity / programme and will identify the Designated Liaison Person to lead any child protection or welfare concern that may arise. Information sharing / record keeping protocols will also be agreed in relation to each and every procedure outlined in the agreement.

## Safe Management of Staff and Volunteers

### INDUCTION

- New staff and volunteers in Listowel Family Resource Centre must undertake an induction process which includes:
  - (a) An introduction to the management / staff / volunteers in the Centre;
  - (b) A guided tour of the premises and its facilities;
  - (c) The background to the Centre e.g. history / guiding principles / management structure / aims and objectives / work plan etc.
  - (d) Relevant promotional material about the Centre e.g. copy of most recent annual report / SPEAK report / recent newsletter etc;
  - (e) An introduction to / information about other agencies working in the area;
  - (f) Information on the policies and procedures of the Centre particularly this child protection and welfare policy.
- All staff members and volunteers (as appropriate) will be provided with clear job descriptions that outline their particular roles and responsibilities;
- All volunteers and staff that work with Listowel Family Resource Centre are required to sign and abide by this child protection and welfare policy.
- As stated above - if the volunteers or staff members are external to the Centre then it will be agreed beforehand with their respective employer or supervisor what policies and procedures they will be governed by as well as the level of responsibility both organisations have in implementing the placement agreement. Appropriate induction will be an integral part of each placement agreement;
- Where Listowel Family Resource Centre is managing an activity / programme in the Centre in partnership with another organisation (or organisations) an agreement will be drawn up and agreed with the relevant organisation(s). The agreement will include procedures for the safe management of staff and volunteers for the particular co-managed activity / programme.

## SUPERVISION AND SUPPORT FOR STAFF AND VOLUNTEERS IN THE CENTRE

- The Manager of Listowel Family Resource Centre provides and/or delegates support and supervision for staff on a regular basis;
  - All staff members have access to the Staff Liaison Person and/or Staffing sub-committee of the Voluntary Board of Directors.
  - Full Staff team meetings are held a minimum of 4 times per year;
  - Leadership meetings are held a minimum of bi-monthly;
  - Team meetings are held on a regular basis;
  - Staff appraisal meetings take place annually/bi-annually and are overseen by the Staff Liaison sub-committee of the Voluntary Board of Directors. Child protection and the promotion of child welfare will be addressed during the appraisal meeting;
  - Volunteers are supported and supervised by the appropriate member of the Leadership Team;
  - Volunteers will be facilitated to meet at least annually, or more often as required, to review their performance and discuss any emerging issues;
- 
- Volunteers may request a meeting with the Line Manager to discuss their work at any stage. They may also request a meeting with the Manager and/or Staff Liaison Person and/or Staffing sub-committee of the Voluntary Board of Directors;
  - Appropriate support and supervision structures for staff / volunteers from an external organisation will form part of the placement agreement or contract described above.

The Terms of Reference for all working groups / sub-committees of the Voluntary Board of Directors will abide by the Policies and Procedures of Listowel FRC including this child protection and welfare policy. A member of the Voluntary Board of Directors and a member of staff will sit on each sub-committee / working group.

## TRAINING

Staff and volunteers that have access to children and / or young must participate in *Keeping Safe / Children First* training as soon as possible.

“Training aims to promote effective interventions in the care and protection of children. Effective child protection depends on the skills, knowledge and values of personnel working with children and families, as well as cooperation between agencies (interagency) and within agencies (intra-agency). Relevant training and education is an essential prerequisite for achieving this. All agencies involved with children have a responsibility to ensure that such training is available on an on-going basis”.

*Children First: National Guidance for the Protection and Welfare of Children* (2011), Paragraph 10.1.2

## Code of Behaviour for Staff and Volunteers

### working with Children

Listowel Family Resource Centre promotes a child centred-approach to creating a safe environment for children and young people. Staff and volunteers are provided with clear good practice guidelines on what is acceptable behaviour when working with children and young people.

#### **EQUALITY STATEMENT**

Listowel Family Resource Centre is committed to providing equal opportunities for all children and young people regardless of their gender, age, culture/race, disability, religious beliefs, civil status, family status, sexual orientation or membership of the Traveller community.

Listowel Family Resource Centre respects the rights of all individuals to develop to their full potential and to celebrate their diversity and culture. In this Organisation we are committed to a policy of equality of opportunity and freedom from discrimination on the grounds of sexuality, race, colour, ethnic or national origins, culture, age, class, disability, gender, educational or economic background, political belief or family circumstance. *(Strategy Plan of Listowel FRC)*

#### **WORKERS AND VOLUNTEERS WILL**

- Behave in a respectful manner towards children;
- Listen to and value children's opinions and beliefs;
- Include children in appropriate decision making;
- Create a safe, inclusive, accessible environment;
- Recognise and nurture the individual potential of all children;
- Use encouragement and praise to positively develop confidence and self worth;
- Facilitate the young people to draw up an Anti-bullying Code of behaviour that will be followed while they are in the Centre or involved in any activities with Listowel Family Resource Centre.

#### **WORKERS AND VOLUNTEERS WILL NOT**

- Bully children;
- Spend excessive amounts of time alone with children away from others. Meetings with individual children or young people will take place as openly as possible;
- Shout at or show aggression towards children,
- Subject children to any form of verbal, physical, emotional or sexual abuse;
- Exclude children from groups or activities because of difference;
- Show favouritism towards individuals;
- Have inappropriate physical contact with children;
- Tell jokes of a racist, sexual or derogatory nature;
- Refuse to act on a child welfare concern about someone in their care;
- Engage in slagging or joking that belittles children.

***Refer to Behaviour Management Policy***

## ORGANISING ACTIVITIES / EVENTS

- Appropriate transport arrangements will be made for all activities;
- Activities will be age appropriate;
- Registration forms, parental consent forms etc will be provided as required;
- Incident / accident report forms and safety procedures will be used to ensure the safety and protection of children and young people;
- Clear lines of communication between organisers and parents/guardians regarding attendance, location, drop-off and pick-up, duration of activities will be agreed.

***Refer to Outings Policy***

## TOUCHING & INTIMATE CARE

- Touching will be in response to the need of the child and not the need of the adult;
- Touching should always be with the child's permission – resistance from the child will be respected;
- Breasts, buttocks and groin should always be avoided;
- Touching should be open and not secretive;
- Any touching should be governed by the developmental stage of the child
- Tasks of a personal nature will only be undertaken with the utmost of discretion in an emergency situation; for very young children or disabled children and always with the full understanding and consent of the parents.

## COMMUNICATION

- All communication, including electronic email and text, between staff, volunteers and children will be appropriate and will only be done with parental consent;
- Communications will not contain inappropriate images or text that might be construed as pornographic, racist, derogatory or contain innuendo or material that in any way might be inappropriate or offensive;
- Young people will not be contacted by the organisation through social networking sites;
- Photographs, video or other images of children or young people will not be taken without the consent of the parents / carers and the young people themselves and only appropriate images will be used to promote the activities of the Centre. **Refer to Images Policy.**

Care plans are in place for any child with disabilities/special needs that are referred to the Centre. Listowel FRC, in conjunction and partnership with the parents, also implement a Support Plan for the child.

## APPROPRIATE CONTACT WITH FAMILIES, CHILDREN & SERVICE USERS OUTSIDE OF LISTOWEL FRC

It is the general policy of the company that staff are not involved in accepting or asking for favours from clients or that of other persons or bodies with whom we have dealings of any sort. In the very exceptional circumstance where a request is made to a member of staff it is imperative that approval is sought from Management prior to entering into any arrangement. This is to ensure that the Company is not liable in anyway and for the safety of the staff member. This policy is not designed to exclude neighbourliness and community network supports but you should inform your line manager of the relationship.

Where you are involved in neighbourliness and community network supports outside working hours, in particular for those families, parents and children who attend the Company, you must ensure at all times that confidentiality is maintained. It should also be made clear to the parent/service user that your neighbourliness and community network support is your own personal venture and in no way bears any relationship with the Company, HOWEVER, the welfare and safety of the child is paramount and any concerns should be reported appropriately.

## Comments and Complaints

Listowel Family Resource Centre promotes best practice and welcomes feedback at all times. We would encourage people to address their comments / concerns to us as soon as possible - as this will facilitate us to address the matter most effectively.

- Informal comments or complaints should initially be addressed to the person(s) in question;
- Alternatively the Manager and/or a member of the Leadership Team of Listowel Family Resource Centre can be contacted. S/he will be responsible for directing the complaints / comments to the appropriate person;
- All comments or complaints will be treated properly, fairly and impartially;
- If the complaint relates to the safety and welfare of a child, it will be dealt with in accordance with this child protection and welfare policy and procedures;
- Where a complainant feels that their comment / complaint has not been addressed satisfactorily through the informal process outlined above, the comment / complaint should be put on a formal basis using the template provided in **Appendix 8**. Where possible formal complaints / comments should be made in writing;
- Complaints / comments will be acknowledged immediately and responded to in detail within 20 working days of receipt of the written comment or complaint;
- If there are outstanding issues for either party - these can be addressed with the chairperson who will be guided by the policies and procedures of the organisation.

***Refer to Comments & Complaints Policy***

## Procedure for Addressing Allegations of Abuse against Staff / Volunteers internally

If an allegation of abusive behaviour is made against a staff member or volunteer two separate procedures will be followed and managed independently by different people in the Centre:

- (1) The Designated Liaison Person will deal with the child welfare or protection issue;
- (2) A member of the Voluntary Board of Directors (employer), ideally a member of the Staff Liaison sub-committee and / or the Chairperson, will deal with the allegation against the staff member / volunteer.

Where an allegation of abuse is made against the Designated Liaison Person, the deputy Designated Liaison Person or the chairperson, then others in the organisation will be charged with dealing with the allegations.



Child Protection / Welfare Issue	Allegation against a staff member / volunteer
<ul style="list-style-type: none"> <li>• When an allegation against a member of staff or volunteer is received - it will be dealt with promptly and strictly in accordance with these procedures;</li> <li>• The safety of the child is paramount and all necessary measures will be taken to ensure that the child is safe. Listowel Family Resource Centre will ensure that no other children or young people are put at risk during this period. This may include any of the following: suspension of duties pending the outcome of an investigation; re-assignment of duties so that the accused will not have contact with children or young people; working under increased supervision during the period of the investigation;</li> <li>• Listowel Family Resource Centre will inform the primary carers as appropriate;</li> <li>• The decision to make a formal report will be based on reasonable grounds for concern and in consultation with the TUSLA Duty Social Worker. It will also be done in accordance with the role of the Designated Liaison Person and the Centre's reporting procedures;</li> <li>• Both the child and the primary carers will be informed of any actions planned and taken;</li> <li>• The child will be dealt with in an age appropriate manner.</li> </ul>	<ul style="list-style-type: none"> <li>• If an allegation has been made against a staff member or volunteer a member of Staff Liaison and / or the chairperson will privately inform them of (1) the fact that an allegation has been made against them and (2) the nature of the allegation;</li> <li>• The employee or volunteer will be afforded an opportunity to respond and their response will be noted in any subsequent report to the TUSLA Social Work Services and/or an Garda Síochána;</li> <li>• Once the person has been informed of the allegation made against them, the Designated Liaison Person will consult with the TUSLA Social Work Services and complete the standard reporting form (<b>Appendix 3</b>) as required;</li> <li>• The Centre will ensure that the principles of 'natural justice' apply throughout the process;</li> <li>• An investigation will take place into the allegation(s) as soon as possible and in accordance with the Centre's disciplinary procedures;</li> <li>• Staff Liaison and / or the Chairperson will inform the person against whom the allegation has been made of the outcome of the investigation;</li> <li>• The Centre will work in consultation with the TUSLA Social Work Services and an Garda Síochána on what action(s) should be taken in regard to the staff member / volunteer;</li> <li>• The person against whom the allegation has been made will need support and the Centre will advise on how to access relevant support services.</li> </ul>

Listowel Family Resource Centre recognises that the reactions of other members of staff / volunteers to the allegations may include anger, disbelief and shock. Staff and volunteers will be supported in a manner that protects the child, facilitates a fair investigation into the allegation(s) and outlines the behaviour expected of



staff and volunteers whilst the matter is under investigation.

The Centre also recognises the need to support the child and his / her primary carers and other family members throughout the process of assessment and investigation and will work with the TUSLA Social Work Services to provide this support.

## **Procedure for Addressing Allegations of Abuse against Staff / Volunteer outside of Listowel FRC that comes to the attention of LFRC**

In such a circumstance the role of investigator, as always, lies with Tusla Child & Family Agency and/or An Garda Síochána.

The safety of the child is paramount and all necessary measures will be taken to ensure that all children are safe. Listowel Family Resource Centre will ensure that no child or young people is put at risk during this period. This may include any of the following:

- suspension of duties pending the outcome of an investigation;
- re-assignment of duties so that the accused will not have contact with children or young people;
- working under increased supervision during the period of the investigation;

Advice will be sought from the Tusla Child and Family Agency regarding the best option to implement.

Listowel Family Resource Centre recognises that the reactions of other members of staff / volunteers to the allegations may include anger, disbelief and shock. Staff and volunteers will be supported in a manner that protects all children and outlines the behaviour expected of staff and volunteers whilst the matter is under investigation.

The Centre also recognises the possible need to support the staff member/volunteer and other family members throughout the process of assessment and investigation and will work with the TUSLA Social Work Services to provide this support if appropriate.

## **Accidents**

Listowel Family Resource Centre has a Health and Safety Statement that includes a risk assessment of each area of operation. Procedures to follow in the event of an accident are clearly described in this.

### **PROCEDURES**

- All accidents in Listowel Family Resource Centre must be reported to the Manager who will inform the Health and Safety officer;
- All accidents / incidents must be recorded using the Centre's Incident / Accident Report Form;
- If a child has an accident the primary carers are always informed of the nature of the accident and any treatment given and the ***Accident and Incident Policy for the Children's Centre*** if followed;
- An up to date register is maintained of the contact details of all children or young people involved with Listowel Family Resource Centre;
- The location of the First-aid boxes are known to all staff members / volunteers and they are re-stocked regularly;

- Children and young people are advised of any possible health and safety risks when participating in any activities / programmes in the Centre;
- Where trips are made 'off site', requirements in relation to having staff members / volunteers trained in first aid will be an integral part of the planning process;
- External organisations that Listowel Family Resource Centre works with are obliged to provide proof that they have adequate public liability insurance.

***Refer to Accidents & Incident Policy in Children's Centre & Health & Safety Policy***

## Sharing Information with Primary Carers

### SHARING INFORMATION WITH PRIMARY CARERS

Primary carers are encouraged to be involved as much as possible in the work of Listowel Family Resource Centre and the Centre is committed to keeping them informed of all aspects of the activity / programme that their child is involved in. A copy of the Centre's child protection and welfare policy and procedures is available to all primary carers. In the event of a child protection concern arising, the practice in Listowel Family Resource Centre is to inform primary carers immediately unless doing so is likely to endanger the child.

Listowel Family Resource Centre undertakes to:

- Advise primary carers of the Centre's child protection and welfare policy and procedures;
- Ensure that information is made available to primary carers on all of our activities and potential activities;
- Issue all relevant documentation including registration forms, attendance sheets, comment / complaint forms (Appendix 8), accident / incident report forms, parental consent forms as required. As part of this process the Centre will provide clarification as required on who has guardianship rights to give parental consent ([www.treoir.ie](http://www.treoir.ie));
- Fully comply with health and safety procedures;
- Operate child centred policies in accordance with best practice;
- Adhere to the Centre's recruitment, selection and management procedures for staff and volunteers;
- Ensure that all activities are age appropriate;
- Actively encourage primary carers to ask questions and comment on the supports and services that are provided by the Centre in order to support their right to ensure that their children are safe at all times.
- Where possible support the involvement of parents, carers and / or responsible adults.

If Listowel Family Resource Centre has concerns about the welfare of any child or young person the Centre will:

- Respond to the needs of the child and ensure that the interests of the child are paramount;
- Inform the primary carers unless it is thought that this action would put the child and/or a staff member at further risk;
- Encourage the primary carers to work in partnership with the Centre and ensure that they have an opportunity to consult with the Designated Liaison Person;
- Liaise with the TUSLA Social Work Services and / or an Garda Síochána as appropriate;
- In the event of a complaint against a member of staff or a volunteer with Listowel Family Resource Centre the Centre will immediately take the appropriate steps to ensure the safety of the child and inform the primary carers as appropriate.

## **Review of this Policy:**

A review of this policy will be undertaken every 2 years and amendments made in line with legislation and best practice as required. The review will be conducted by the Manager in conjunction with the Leadership Team and Board of Management.

This Policy was discussed and ratified at a Board of management meeting dated: \_\_\_\_\_

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

Chairperson

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

## **LIST OF APPENDICES**

**Appendix 1 - Protecting and Promoting Children's Rights**

**Appendix 2 - Definitions and Indicators of Child Abuse**

**Appendix 3 -Standard HSE Reporting Form, Guidance Notes and National Contact Details for TUSLA Social Work Services**

**Appendix 4 - Guidelines for Responding to a Disclosure**

**Appendix 5 - Protection for Persons Reporting Act, 1998**

**Appendix 6 - Volunteer Application Form and Declaration Form**

**Appendix 7 - Volunteer Reference Form (adapted from Our Duty to Care)**

**Appendix 8 - Comment / Complaint Form**

## **Appendix 1:      *Protecting and Promoting Children's Rights***

Staff and volunteers in Listowel Family Resource Centre have a responsibility to promote children's rights by:

- Treating them with dignity, sensitivity and respect;
- Making time to listen, talk to and get to know the children;
- Making sure that children know the organisation's rules about behaviour;
- Encouraging children to have an input into how things are run;
- Helping children to be safe, happy and having as much fun as possible;
- Never favouring one child or children over others;
- Enabling children to regard their bodies as their own property;
- Encouraging them to express feelings, fears and experiences openly;
- Giving written information about the organisation to children and their parents / carers;
- Knowing about the principles and practices of child protection including their legal duties;
- Never engaging in sexually provocative games or making suggestive comments, even in fun;
- Respecting children's privacy in bathrooms and in changing rooms;
- Sensitively ensuring that children know about the child protection policy;
- Always responding to complaints or allegations;
- Helping children realise the difference between confidentiality and secrecy;
- Being sensitive to the fact that some children are more vulnerable and have special needs;
- Never using physical punishment with children.

*Our Duty to Care: Principles of Good Practice for the Protection of Children and Young People* (2002) p.6.

## **Appendix 2: Definitions and Indicators of Child Abuse**

### **1. NEGLECT**

Neglect can be defined in terms of an omission, where the child suffers significant harm or impairment of development by being deprived of food, clothing, warmth, hygiene, intellectual stimulation, supervision and safety, attachment to, and affection from adults and / or medical care. Neglect generally becomes apparent in different ways over a period of time rather than at one specific point.

Harm can be defined as the ill-treatment or impairment of the health or development of a child. Whether it is significant is determined by the child's health and development as compared to that which could reasonably be expected of a child of similar age. The threshold of significant harm is reached when the child's needs are neglected to the extent that his / her well-being and / or development are severely affected.

#### **INDICATORS OF NEGLECT**

- Abandonment or desertion
- Children persistently being left alone without adequate care and supervision
- Malnourishment, lacking food, inappropriate food or erratic feeding
- Lack of warmth
- Lack of adequate clothing
- Inattention to basic hygiene
- Lack of protection and exposure to danger, including moral danger or lack of supervision appropriate to the child's age
- Persistent failure to attend school
- Non-organic failure to thrive i.e. child not gaining weight due not only to malnutrition but also to emotional deprivation
- Failure to provide adequate care for the child's medical and developmental problems
- Exploited, overworked
- Behavioural signs e.g. overactive, aggressive, poor coping skills, impulsive behaviour, indiscriminate friendliness, withdrawn, poor social skills development, bed wetting, soiling or destructive behaviours, substance misuse, running away, sexual promiscuity, self harm, offending behaviours.

Further detail available from: *Children First: National Guidance for the Protection and Welfare of Children*, Department of Children and Youth Affairs 2011 and *Child Protection and Welfare Practice Handbook*, HSE 2011.

### **2. EMOTIONAL ABUSE**

Emotional abuse is normally to be found in the relationship between a parent / carer and a child rather than in a specific event or pattern of events. It occurs when a child's developmental need for affection, approval,

consistency and security are not met. Unless other forms of abuse are present, it is rarely manifested in terms of physical signs or symptoms.

Emotional abuse can be manifested in terms of the child's behavioural, cognitive, affective or physical functioning. The threshold of significant harm is reached when abusive interactions dominate and become typical of the relationship between the child and the parent / carer.

## INDICATORS OF EMOTIONAL ABUSE

- Rejection
- Lack of comfort and love
- Lack of attachment
- Lack of proper stimulation e.g. fun and play
- Lack of continuity of care e.g. frequent moves, particularly unplanned
- Continuous lack of praise and encouragement
- Serious over-protectiveness
- Inappropriate non-physical punishment e.g. locking in rooms
- Family conflicts and / or violence
- Every child who is abused sexually, physically or neglected is also emotionally abused
- Inappropriate expectations of a child relative to his / her age and stage of development.

Further detail available from: *Children First: National Guidance for the Protection and Welfare of Children*, Department of Children and Youth Affairs 2011 and *Child Protection and Welfare Practice Handbook*, HSE 2011.

## 3. PHYSICAL ABUSE

Physical abuse of a child is that which results in actual or potential physical harm from an interaction or lack of interaction, which is reasonably within the control of a parent or person in a position of responsibility, power or trust. There may be single or repeated incidents.

## INDICATORS OF PHYSICAL ABUSE

- Bruises
- Fractures
- Swollen joints
- Burns / scalds
- Abrasions / lacerations
- Haemorrhages
- Damage to body organs
- Poisonings – repeated (prescribed drugs, alcohol)
- Failure to thrive
- Coma / unconsciousness
- Death.

Further detail available from: *Children First: National Guidance for the Protection and Welfare of Children*,

Department of Children and Youth Affairs 2011 and *Child Protection and Welfare Practice Handbook*, HSE 2011.

## 4. SEXUAL ABUSE

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

### INDICATORS OF SEXUAL ABUSE

- Bleeding from the vagina / anus
- Difficulty / pain in passing urine / faeces
- An infection may occur secondary to sexual abuse which may or may not be a definitive sexually transmitted disease. Professionals should be informed if a child has persistent vaginal discharge or warts / rash in the genital area
- Noticeable and uncharacteristic change in behaviour
- Hints about sexual activity
- Age-inappropriate understanding of sexual behaviour
- Inappropriate seductive behaviour
- Sexually aggressive behaviour with others
- Uncharacteristic sexual play with peers / toys
- Unusual reluctance to join in normal activities that involve undressing e.g. games / swimming

Further detail available from: *Children First: National Guidance for the Protection and Welfare of Children*, Department of Children and Youth Affairs 2011 and *Child Protection and Welfare Practice Handbook*, HSE 2011.



## Appendix 3: Standard Reporting Form and Guidance Notes

FORM NUMBER: CC01:01:00

### STANDARD REPORT FORM

(For reporting CP&W Concerns to HSE)



A. To Principal Social Worker/Designate: \_\_\_\_\_

#### 1. Date of Report

#### 2. Details of Child

Name:				Male	<input type="checkbox"/>	Female	<input type="checkbox"/>
Address:				DOB	<input type="text"/>	Age	<input type="text"/>
				School	<input type="text"/>		
Alias				Correspondence address (if different)	<input type="text"/>		

#### 3. Details of Persons Reporting Concern(s)

Name:				Telephone No.	<input type="text"/>
Address:				Occupation:	<input type="text"/>
				Relationship to client:	<input type="text"/>
Reporter wishes to remain anonymous	<input type="checkbox"/>	Reporter discussed with parents/guardians	<input type="checkbox"/>		

#### 4. Parents Aware of Report

Are the child's parents/carers aware that this concern is being reported to the HSE?	Yes	No
	<input type="checkbox"/>	<input type="checkbox"/>

#### 5. Details of Report

(Details of concern(s), allegation(s) or incident(s) dates, times, who was present, description of any observed injuries, parent's view(s), child's view(s) if known..)

National Child Care Information System Project – Phase 3

FORM NUMBER: CC01:01:00

## STANDARD REPORT FORM

(For reporting CP&W Concerns to HSE)



### 6. Relationships

Details of Mother		Details of Father	
Name:		Name:	
Address: (if different to child)		Address: (if different to child)	
Telephone Nos.		Telephone Nos.	

### 7. Household composition

Name	Relationship	DOB	Additional information, e.g. school/occupation/other

### 8. Name and Address of other personnel or agencies involved with this child:

	Name	Address
Social Worker		
PHN		
GP		
Hospital		
School		
Gardaí		
Pre-School/Crèche/YG		
Other (specify):		

### 9. Details of person(s) allegedly causing concern in relation to the child

Relationship to child:		Age		Male	<input type="checkbox"/>	Female	<input type="checkbox"/>
Name:		Occupation:					
Address:							

### 10. Details of person completing form

Name:		Occupation:	
Signed		Date:	

National Child Care Information System Project – Phase 3

## Guidance Notes

TUSLA Social Work Services has a statutory responsibility under the Child Care Act, 1991, to promote the welfare and protection of children in their area. TUSLA Social Work Services therefore has an obligation to receive information about any child who is not receiving adequate care and/or protection.

This reporting form is for use by:

- Any professional, individual or group involved in services to children, including TUSLA personnel, who becomes aware of a child protection or welfare concern, or to whom a child protection or welfare concern is reported.
- Professionals and individuals in the provision of child care services in the community who have service contracts with TUSLA.
- Designated Liaison Persons in a voluntary or community agency

Please fill in as much information and detail as is known to you. This will assist the Social Work Department in assessing the level of risk to the child, or the support services required. If the information requested is not known to you, please indicate this by putting a line through the question. It is likely that a social worker will contact you to discuss your report. The Designate Liaison Person will also use the *Threshold of Need Guidance for Practitioners in Tusla Social Work Services*(2014) document to assist him/her in completing the Standard Reporting Form.

The TUSLA Social Work Services aims to work in partnership with parents. If you are making this report in confidence you should note that TUSLA cannot guarantee absolute confidentiality for the following reasons:

- A Court could order that information be disclosed.
- Under the Freedom of Information Act, 1997, the Freedom of Information Commissioner may order that information be disclosed.

You should also note that in making a 'bona fide report' you are protected under the Protection for Persons Reporting Child Abuse Act, 1998.

If you are unsure if you should report your concerns, please telephone the TUSLA Social Work Services duty social worker and discuss your concerns with them. (See below).

### **Contact Details:**

TUSLA Social Work Services,  
HSE Community Services Building,  
Rathass,  
Tralee,

TUSLA Social Work Services,  
St. Margaret's Road,  
Killarney,  
Co. Kerry

Co. Kerry

064-6636030

066-7121566

## ***Appendix 4: Guidelines for Responding to a Disclosure***

- Be as calm and natural as possible;
- Remember that you have been approached because you are trusted and possibly liked. Do not panic;
- Be aware that disclosures 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 wish to;
- Do not pressurise the child. Allow him / her to disclose in their own language and at their own pace;
- Conceal any signs of disgust, anger or disbelief;
- Accept what the child has to say – false disclosures are very rare;
- It is important to differentiate between the person who carried out the abuse and the act of abuse itself. The child quite possibly may love or strongly like the alleged abuser while also disliking what was been done to them. 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 they have disclosed.
- Document the disclosure as soon as possible after the disclosure but not during the disclosure.
- Report to Designated Liaison Person immediately.

## **Appendix 5:                      *Protections for Persons Reporting Act, 1998***

**The Protection for Persons Reporting Child Abuse Act, 1998** provides immunity from civil liability to persons who report child abuse “reasonably and in good faith” to TUSLA or/and Garda Síochána. This means that, even if a reported suspicion of child abuse proves unfounded, a plaintiff who took an action would have to prove that the reporter had not acted reasonably and in good faith in making the report.

Its main provisions are:

1. The provision of immunity from civil liability to any person who reports child abuse “reasonably and in good faith” to designated officers of TUSLA or any member of the Garda Síochána;
2. The provision of significant protections for employees who report child abuse. These protections cover all employees and all forms of discrimination up to and including, dismissal;
3. The creation of a new offence of false reporting of child abuse where a person makes a report of child abuse to the appropriate authorities “knowing that statement to be false”. This is a new criminal offence designed to protect innocent persons from malicious reports.

However, where a person reports abuse or makes a complaint their anonymity cannot be guaranteed and their identity may be revealed as part of investigations and considerations by TUSLA, an Garda Síochána and the Courts.

## Appendix 6: Volunteer Application and Declaration Form

(This form should be accompanied by two forms of identification including one photo ID)

Thank you for your interest in becoming a volunteer with the Listowel Family Resource Centre (LFRC) in Listowel. To see if we can match your interest in volunteering with LFRC please complete this form and return it to us at your convenience. If a volunteer opening is available or later identified for you, we will seek two references. There is a trial period for all volunteers within LFRC, during which time appropriate inductions and training will be provided. We will contact you within 4 weeks of receiving your completed application to confirm whether a vacancy exists or to update you on progress.

### CONFIDENTIAL

First Name/s: \_\_\_\_\_ Surname: \_\_\_\_\_

Address: \_\_\_\_\_

Tel. No. \_\_\_\_\_ email address: \_\_\_\_\_

Male ☐ Female ☐

Age 16 – 18 years ☐ (D.O.B. \_\_\_\_\_)

Have you done Volunteering before: Yes ☐ No ☐

If yes please give brief details:

To help us match you with opportunities, what days/times would best suit you and how often would you be available for work?

\_\_\_\_\_

What type of volunteering interests you? \_\_\_\_\_

\_\_\_\_\_

Would you be interested in the following areas: *Please tick if yes*

Crèche/Pre-school (up to 5 years) ☐ After School (5 to 12 years) ☐ Fundraising ☐

Management Committee ☐ Community Projects ☐ Mini Bus Driving ☐ Other ☐

What skill, qualities and experience could you bring to LFRC?

\_\_\_\_\_

What do you hope to gain from volunteering with LFRC?

Other information – please use this space to include any other information you think may be relevant to your application!

Please provide names and addresses of two people (who are not related to you) **whom we can contact for a reference:**

Name:

Name:

Address

Address:

Telephone No.

Telephone No.

Due to the nature of work undertaken at LFRC and the vulnerable client groups that we deal with, it is essential all volunteers and paid staff are checked. Do you give your permission to the following:

- |                                                                                             |     |    |
|---------------------------------------------------------------------------------------------|-----|----|
| 1. Garda Clearance Check                                                                    | Yes | No |
| 2. Supply name of your doctor for us to obtain a certificate of fitness.                    | Yes | No |
| 3. Provide proof of Identity (passport/drivers licence, utility bill with address)          | Yes | No |
| 4. Are you willing to participate in Keeping Safe/Children's First Training?                | Yes | No |
| 5. Will you read and implement our child protection policies and procedures?                | Yes | No |
| 6. Do you agree to read and abide by all our policies including our Confidentiality policy? | Yes | No |

## DECLARATION OF SUITABILITY TO WORK WITH CHILDREN / YOUNG PEOPLE

I \_\_\_\_\_ hereby declare that there is no reason known to me and there are no convictions, claims or complaints (past or pending) against me relating to children or young people or vulnerable adults that would deem me to be unsuitable to work with children / young people and carry out my role within Listowel Family Resource Centre.

Should any criminal charges be made against me, whilst I am associated with Listowel Family Resource Centre, I undertake to immediately inform the Manager.

I understand that making a false declaration would be grounds for terminating my voluntary work with Listowel Family Resource Centre.

I give permission to Listowel Family Resource Centre to vet me with the Garda Central Vetting Unit and to check my references.

Signed:

Date:

## **Appendix 7 : Volunteer Reference Form (adapted from Our Duty to Care)**

Name of Volunteer \_\_\_\_\_

has expressed an interest in becoming a volunteer with the Family Resource Centre and has given your name as a referee.

- I enclose information on the Family Resource Centre and volunteer job description
- This post may involve substantial access to children and/or vulnerable adults.
- Do you have any reason at all to be concerned about this volunteer being in contact with children, young people and/or vulnerable adults?

Yes ☐ No ☐

If you have answered yes, we will contact you by phone or in writing.

If you are happy to complete this reference, all information other than for reasons of child protection and court order, will remain confidential. Information will only be shared with the applicant's supervisor, should they be offered a volunteer position.

How long have you known this person?

In what capacity?

What attributes do you think that this person has which makes them a suitable volunteer for the post outlined above? Please consider attributes like sense of responsibility, maturity, trustworthiness and reliability in your response.



Signed:

Date:

Occupation:

## ***Appendix 8: Listowel Family Resource Centre Comment / Complaint Form***

### **YOUR DETAILS**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

### **NATURE OF YOUR COMMENT / COMPLAINT**

**What is your comment / complaint about?**

\_\_\_\_\_

\_\_\_\_\_

**When did what you are commenting on / complaining about take place?**

---

---

**Give details of your comment / complaint**

e.g. Background / what you think the Centre failed to do or did wrongly / how you suffered as a result

---

---

---

---

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

## AFTER SCHOOLS ADMISSIONS POLICY

The After-School Service is for all children of primary school age who live in the catchment area of Listowel Family Resource Centre.

### **Admission Procedure:**

1. On receipt of an application the child's name is enrolled or put on to a waiting list. When a place becomes available Listowel Family Resource Centre will prioritise allocation from parents with one or more of the following circumstances:
  - Parents who are attending educational courses.
  - One Parent families with low income.
  - Referrals from TUSA Social Work dept. and schools.
  - Families in need of extra support.
  - Children with additional needs.
  - Members of the Traveller community.
  - Children from a different ethnic or cultural background.
  - Working parents/carers.
2. The After School's Team Leader will discuss procedures with the parent/guardian of the child on enrolment day and answer any questions, which they or the child may have.
3. Any additional needs required to accommodate a child will also be discussed on enrolment day.
4. The After School's Service is open from 1.45 p.m. to 5.30 p.m. from Monday to Friday.

Listowel Family Resource Centre is committed to the smooth transition of each child and his/her parents/guardians into the After-Schools Service. Settling-in should be a positive experience as it will influence the child's self-confidence, attitude to relationships and socialisation, and will lay the foundation of future learning.

### **Pre-Admission:**

- Parents will be provided with verbal information on the service on initial enquiry.
- This can be followed up with written information and/or access to written information, e.g. website if accessible to parents/guardians.

- Children may be enrolled any time during the year when places are available. Parents are invited to bring their child for a visit so that the child and parents can become familiar with the staff, the routine, and the After-Schools environment.
- The After-School Team Leader is always available to discuss with the parent/guardian any queries or problems which may arise and will be happy to discuss their Child's progress at any time during or after the Children's Centre hours. Appointment may be necessary.
- Having followed the settling-in procedure, should a Child still be distressed, the After-Schools Room Leader may advise the parents to defer their child's attendance at the service for a trial period. Our aim in this policy is to help children and parents settle in happily to the service, enabling the children to gain maximum benefit from their experience.

This policy was adopted at a meeting of the Listowel Family Resource Centre Board of Management Committee on \_\_\_\_\_

Signed: \_\_\_\_\_  
Chairperson

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

## AFTER-SCHOOLS CURRICULUM

### **Policy Statement:**

The After-schools Service is committed to developing a curriculum that creates a child centred, play based environment.

It is our aim to empower children to actively pursue their own learning. Trained staff that will provide appropriate, timely, balanced intervention as well as support will facilitate this process. Continuity and progression will be planned to encourage positive attitudes towards learning.

We provide children with a wide variety of natural materials and educational equipment, which offers them experiences through which they can develop holistically.

The curriculum is planned to help children develop socially, emotionally, physically and intellectually. Children are encouraged to participate in the curriculum planning process.

The policy was adopted at a meeting of the Listowel Family Resource Centre Board of Management Committee on \_\_\_\_\_ -

Signed: \_\_\_\_\_  
Chairperson

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

## HOMework POLICY

### Policy Statement:

Listowel Family Resource Centre is committed to providing education opportunities for all. Within the Children's Centre this is achieved through carefully designed curriculum which is play based. In addition, within the After-Schools Service children's school homework is facilitated.

### Process:

- The After-Schools Service will support children to complete their homework each day. However it is the responsibility of the parents/guardians to:
  - ✓ Ensure your child's homework is complete and checked
  - ✓ Ensure your child's homework journal is signed

This is **not** the responsibility of the After-School staff.

- Homework commences at 2.30p.m for junior classes and 3.30p.m. for 1<sup>st</sup>-6<sup>th</sup> classes.
- Time allocated is: 30mins maximum for junior classes and 50mins maximum for 1<sup>st</sup> – 6<sup>th</sup> classes.
- Homework time ceases at 4.20pm regardless of its completion or not. This allows time for fun and games and recreational learning before the children are transported home.

### Supporting Your Child:

- Staff takes into account the manner in which individual children learn, and encourage a positive attitude towards homework.
- After-School staff assists children with their homework where necessary.
- Children are encouraged to learn good habits and take responsibility for doing their homework.
- If a child is experiencing difficulties with their homework, or areas of their homework, the After-Schools Team Leader will discuss this with parents, and where appropriate the teacher, to find the best way to help and support the child.

- Good communication between the After-School Service, school, and family in relation to the completion of homework is consistently encouraged.
- Parents are encouraged to inform the After-Schools Service of homework areas the parent finds most difficult to support their child in and After-School staff will endeavour to support these areas.
- Parents are encouraged to inform the After-Schools Service if their child has a learning difficulty, e.g. dyslexia etc., or other disability affecting their educational experience, e.g. Dyspraxia. Sharing of 'Individual Education Plan's, designed by school and parent, is encouraged to assist the After-School Service in further supporting the child.

This policy was adopted at a meeting of the Listowel Family Resource Centre Board of Management Committee on \_\_\_\_\_

Signed: \_\_\_\_\_  
Chairperson

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

## TRANSPORTATION POLICY

### **Policy Statement:**

Listowel Family Resource Centre is committed to working in partnership with Kerry Community Transport to facilitate a transport service for the After-Schools Service. This supports families in ensuring the Service is more accessible for all. This service is funding dependant and parent may be asked for a minimal contribution towards the cost of this service.

### **Transport To After-Schools Service:**

Children are transported from the following schools directly to Listowel Family Resource Centre:

1. Listowel Boys National School
2. Presentation Primary School (Girls National School)
3. Listowel Gaelscoil

There are 2 collection times from these schools based on school completion time:

- 2.00pm
- 3.00pm

### **Transport From After-Schools Service to Home:**

Children's safe return home is facilitated by either:

- Parent/guardian collection or
- Bus drop-off at child's home.

### **Transport Procedure:**

- Listowel Family Resource Centre staff member is present on the Bus at all times with the Bus Driver.
- Staff member always carries a list of children on each day, including phone numbers in case of emergency.
- Staff member always carries the Children's Centre's mobile phone on the Bus.
- All Staff members involved in Bus runs are fully trained (Passenger Assist Trained).
- Staff member always wear a 'High Visibility Jacket' when on a Bus run.

This policy was adopted at a meeting of the Listowel Family Resource Centre Board of Management Committee on \_\_\_\_\_

Signed: \_\_\_\_\_ (Chairperson)      Date: \_\_\_\_\_