

The Orchard



CHILDCARE CENTRE

COROFIN

Cummer, Corofin

Tuam

Co. Galway

093 - 32742

www.theorchardcorofin.com

Parent's Handbook

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Note: For Enrolment, Please fill in and return the separate Child’s Record Form along with your signed Declaration, stating your agreement with our Terms & Conditions.
(Can be obtained from The Orchard – tel 093 32742)

I – Introduction

The purpose of this information guide is to give you background details on the aims, ethos and running of The Orchard Childcare Centre. At the Orchard we strive to provide a happy, caring, safe, secure and friendly environment for every child and parent.

All staff members are qualified within a specific area of childcare and/or in training to get upgraded qualification. Certificates are on display in several areas of our centre and a list of relevant qualification is available upon request. A min. of 3 First Aiders are on our premises at all times and all of our staff have done Manual Handling training. The majority of staff have years of experience in working within the childcare sector.

The staff at The Orchard continuously work to create an atmosphere that is relaxed and informal, hence providing a second home for your child. We will guide and nurture your child every step of the way.

The Montessori method of Education captures the ethos behind the running of The Orchard and in specific the Montessori classes for our Pre-School children. Dr. Maria Montessori believed in creating a child centred environment where children would be stimulated in every area of their development.

The needs of parents and guardians are always taken into consideration. We do our utmost to accommodate parental wishes. We encourage parents to get involved in any possible way and welcome any suggestions or ideas that you may have. Two-way communication is an important part of The Orchard's philosophy. We practice an Open-door policy for parents at all times and have a comprehensive policy and procedure book at the front door, for parents to familiarize themselves with. A hardback copy (or email) is available upon request. A suggestion box is placed with the policies book and we welcome any type of feedback.

A parent notice board is situated in the hallway, as well as a 4 weekly Menu. We request parents to sign their children in and out of our crèche, in the daily register at the front door.

The Orchard Childcare Centre is a member of the National Children's Nursery Association (NCNA) & St. Nicholas Montessori Society.

We are fully insured and fully compliant with environmental Health requirements and hold a HACCP certificate.

Annual inspections of our premises are carried out by the HSE.

We are delighted to welcome you on board!

Mission Statement

The Orchard is a family run centre for children based in Corofin, Co Galway set in 3 acres of beautiful woodland.

The Orchard is dedicated to provide an enriching and challenging educational environment, where each child is encouraged to grow to his or her fullest potential - academically, socially and emotionally. We strive to provide a welcoming, calm and caring environment where children are able to play and learn at their own pace, making discoveries and choices for themselves along the way.

Aim

Our ultimate aim is to provide a childcare programme, which promotes optimal development for each child, supports parents, upholds best practices of early childhood care and education and promote collaborations that help all children realise their potential.

Ethos

The ethos of our service is to create a “home from home” environment.

Our approach is based on the principles that

- * Each child is unique and every effort should be made to help them develop to their fullest potential
- * From a solid foundation children will grow to be confident and competent learners for life

II – Parent’s rights and responsibilities

As a Parent/Guardian, your Rights are to:

- Be involved in your child’s care and education
- Be updated on your child’s progress and development
- Share in decisions about the care of your child
- Have frequent contact with the Key-worker and others teachers of your child
- Always have access to the Orchard
- Be informed by the Service if there is a problem with your child
- Be informed when an infectious disease or traumatic situation has arisen at the Orchard
- Be informed about staff changes and changes in fees
- Be recognised as the “Expert” when it comes to your child

As a Parent/Guardian, your Responsibilities are to:

- Be involved in your child’s care and education
- Share information about the child and home that may affect behaviour
- Discuss problems and concerns
- Set goals and share in decisions about your child’s care
- Show appreciation for childcare carers
- Keep your child home when sick, in accordance with our sick policies
- Inform The Orchard immediately about any infectious disease that your child may have encountered
- Keep The Orchard updated with current contact details at all times
- Adhere to Opening times of The Orchard and be on time to collect your child
- Notify The Orchard if children are leaving with “Notification of Leave Date form” and adhering to the 1 months notice required
- Inform The Orchard if anyone else will be collecting your child

III – Services Provided

The Orchard Childcare Centre is open during 51 weeks per year. We are closed on all bank holidays and the period between Christmas Eve and New Years Day inclusive. Opening Hours: 7.30 am – 6 pm daily, Monday to Friday

We run a breakfast club from 7.30 am to 9.30 am where we serve a healthy breakfast after which all children will be divided by age in different groups for morning play, colouring, outside play (weather permitted) etc.

School age children, will be accompanied to Cummer National School at 9.10 am by one of our teachers.

From 9.30 am we run the following classes:

- Playschool: for 2 – 3 yrs old (including sessional kids attending)
- Montessori: for 3 – 5 yrs old (including sessional kids attending)

During the day, children under 2 years will be cared for in the baby and toddler rooms.

We offer Nutritious meals; cooked fresh daily at our premises and food for babies will be pureed and in accordance with information supplied by parents. Toddler dinners to prepared appropriate to age. A Mid morning snack is provided around 10.30 am. Our full dinner will be served to children in our dining room, between 12 and 2 pm, each group staying with their own teacher who will sit with them to encourage a calm, happy and healthy dinnertime.

Mixture of Ages

In the afternoon, Pre-school children (Montessori & Playschool) will be joined together for some part of the day. We maintain a flexible approach to the mixing of groups as we encourage siblings to spend time together during the day, as well as encouraging Toddlers to play with Playschool kids. Also Montessori kids will be joined by Younger After School children occasionally.

We feel that the structured morning's sessions, allows for more free play during the afternoons.

School children will be picked up from school at 2 and 3 pm and cared for in our After-school session. They will be provided with a fresh dinner between 3 and 4 pm. Supervised Homework class daily.

They have their own Playroom and activities, and use our outside playground as often as possible.

We offer supper for all day children between 4 and 4.30 pm

All our rooms will offer age appropriate play, games, activities and materials during the day.

We encourage and promote Outdoor Play and Experiences throughout the year.

IV – Category of services

Baby room (6 – 12 months)

We provide a stimulating environment for babies, created through the use of colourful activity centres, musical toys, play mats, soft cushions and lots of free space for crawling exercise.

The babies have a separate sleeping area. Baby monitor in use and visual checks every 15 minutes. We use clean sheets on the cots after every use. Babies are changed and fed at regular intervals and given plenty of time for individual attention and physical contact such as talking, holding, singing and cuddling.

Each baby has a daily report booklet. We ask you to provide formula, nappies, wipes and nappy cream (if necessary) and bag with daily essentials for your baby. Daily report booklets go home every day and have to be returned the following day with the child. Messages between parents and staff can be recorded herein.

Bottles are sterilized and made fresh, twice daily and offered to babies in accordance with your instructions.

Baby Room can cater for 6 babies in total.

Ratio: Staff/children: 1:3

Toddler Room (1 – 2 years)

Our toddler room is connected to our baby room and groups are mixed occasionally, during the day. Separated by a wooden gate in archway only, so that both groups of children can see and hear each other.

To encourage development and exploration, our room is provided with wooden inset jigsaws, a little kitchen area, Push- and pull-toys to aid in the development of walking. Blocks to build, cars in a garage, dolls and plenty of books for story time. Sing-along and creative activities form a daily part of this group.

Each toddler has a daily report booklet.

Parents are asked to leave a spare set of clothes in the Orchard.

We facilitate all children's naps at times that suit each individual child.

Nappies, wipes and creams must be provided by parents

For these little ones, we have a separate outside play area at the back.

Toddler Room can cater for 7 toddlers in total.

Ratio: Staff/children: 1:5

Both Rooms:

We welcome parents to discuss all necessary changes in sleep and food routines, with the daily staff and key worker of your child, as in this age group nothing stays the same for long.

Playschool Room (2 – 3 yrs) Morning sessions 9.30 – 12 noon

Our Playschool room is also open to sessional kids.

A lot of time is dedicated to painting, crafts, singing, dancing, music and storytelling. We have divided the room into different work areas, like a book corner, a kitchen area and arts & crafts table and autonomous play and exploration is encouraged. Children engage in short circle time with group activity, story time and imaginative play. Weather permitting, the children visit our animals to feed them daily and take short nature walks within our grounds.

A small snack is served mid morning.

We facilitate potty training and request parents to communicate this with room teachers and leave plenty of changes of clothes, when your child is ready for this.

Playschool Room can cater for 20 children in total.

Ratio: Staff/children: 1:8 (sessional)

Afternoon: 1:6

Montessori Room (3 - 5 yrs) Morning sessions 9.30 – 12.30 pm

Our Montessori room is also open to sessional kids.

The children are introduced to the Montessori method of teaching and all our teachers have a qualification in this field.

It encourages child development at each child's individual pace. The materials are precise activity-provoking learning aids, which the child uses and learns from, in a relaxed, orderly environment.

The children use our outside play area, as often as possible; they put on a show for parents also at Christmas/Summer.

The children are involved in Circle Time, which provides an opportunity for each child to share news or stories with their friends and for teachers to introduce new materials, engage children in group activities (baking) and exercises (fun gym), provide lessons about nature, culture etc. and for lots of songs and poems to learn. Art & Craft form a large and important part of each day's curriculum.

A small snack is served mid morning.

Our Montessori group is part of the ECCE – free government scheme

Montessori 1 (Butterfly room) can cater for 20 children in total.

Montessori 2 (Sunflower room) can cater for 10 children in total.

Ratio: Staff/children: 1:10 (sessional)

Afternoon: 1:8

Both Rooms:

Our all day children have their dinner together with 1 of the teachers in the dining room and through the day, their daily report booklets are updated with all important and relevant information.

Pre – School Afternoon session (from 2 – 6 pm) : 1 – 4 yrs age group

We allow for quiet time in all rooms after children have had their dinners, with provision of some soft music, a short DVD time, story time and children staying within their own groups until 2 pm.

During the afternoon, we maintain a flexible approach in the mixing of the different age groups.

Babies and very young toddlers stay together all day but all other groups spend time with each other during the afternoon, indoors and outdoors.

All children will engage in Arts and Crafts, Free play, and Fun & Games etc. during the afternoon.

Supper will be provided between 4 and 4.30 pm

After – School session (from 2 – 6 pm) : 5 – 12 yrs age group

School age children will be picked up from Cummer N.S. at 2 pm and 3 pm daily. They will have their dinner together at approx. 3.15 pm.

Daily Supervised home work club.

Arts, Crafts, Fun, Games, Outside play, Occasional DVD, Baking, Dressing Up... are some of the daily activities that the kids can engage in.

These children are also encouraged to visit and spend time with younger siblings at The Orchard.

On days that the school is closed, we provide all day care for these children, which has to be pre-booked.

During the summer, we run several weeks of Summer Camps for all age groups from 2 – 10 yrs of age.

Details of these, become available in April/May each year.

V – Children and illnesses

Children should not be brought to The Orchard if they have the following illness or symptoms: Vomiting, Diarrhoea, a fever of 101 F / 38 C or if they have the following contagious/infectious diseases: chicken pox, measles, mumps, conjunctivitis.

If your child is unwell, then the best place for him/her is at home with you in comfortable, familiar surroundings. This is for the benefit of your own child but also the other children attending the crèche. It is essential to prevent the unnecessary spread of infection among other children. This applies to any illness including heavy colds and stomach upsets. Similarly if a child has a contagious skin infection or has head lice, we would ask parents to keep the child at home until it has been treated.

In the event of your child becoming ill while at The Orchard, we will contact you and request you to bring your child home to recover immediately.

In the event of Emergency Medical Care, we will make every effort to contact parents and/or nominated emergency contacts. However, if none of these can be contacted, we will transport the child to the House Doctors surgery, which is Dr. Donal Kelly, Abbeyknockmoy Health Centre. Parents are asked to sign their consent for this with the enrolment form.

All possible care is taken to ensure your child's safety, however we would ask parents to appreciate that there will be the occasional bump or bruise as there would be at home. If an accident occurs, the staff will treat minor cuts and bumps. An accident report will be filled out and you will be asked to sign this when you collect your child. If we feel that your child needs to see a doctor, we will contact you immediately.

If your child is on an antibiotic, they should not attend the crèche for 24 hours after course has commenced and only then if they are well enough to attend.

No medication will be administered to children unless written consent has been given by parents/guardians. The necessary green card will be provided to you for completion.

It is the policy of The Orchard to bring the children outside on a daily basis, weather permitted. We cannot cater for children to stay in, while their group has outside playtime.

VI – Parental Involvement

It is the policy of The Orchard to promote the active participation of parents in the planning and development of the service, valuing parents as the first educators of their children.

Procedures to encourage parental involvement

- _ Parents are provided with a handbook giving details of the service before the child starts at the service.
- _ Parents are encouraged to be involved in decisions about policies and procedures operated by the service, and any other aspect of the service that affects their child
- _ Parents are welcome to visit the service at any time
- _ Staff members are available to discuss any concerns a parent may have regarding their child and the service
- _ During the summer months, our Family Fun Day, provides for all parents to come along with their children to The Orchard

SETTLING IN POLICY

It is the policy of this service that every effort is made to ensure that the settling in period is as easy and pleasant as possible for the children and their parents/carers.

Settling in procedures

- _ Each parent is provided with an information pack about the service before the child starts at the service.
- _ Each parent is encouraged to drop in to the service with their child before the child starts at the service, so that the child can become familiar with the other children, staff and the day to day running of the service.
- _ On the first day the parent is encouraged to stay with the child until he or she feels comfortable in their new surroundings.
- _ Each parent is encouraged to spend as much time as necessary with the child during the settling period. There is no set time limit on the settling in period.
- _ No child will be pressurised to take part in any activity during the settling in period.
- _ To help staff build a relationship with the child, staff will discuss the child's interests with parents, as well as their likes, dislikes and key words the child uses at home
- _ Each parent will be given a daily account of the child's progress during the settling in period.

Staff will discuss with individual parents, all aspects of settling their child in as necessary.

VII – Drop off, Collection and Late Collection

Our Centre opens daily at 7.30 am and we request parents not to drop off, before this time, as staff might be in our premises to prepare for the day, but children are not covered by insurance until 7.30 am.

Children need to be signed in and out daily at our Front Door Register.

It is the policy of our childcare service that children may only be collected by the person(s) named on the registration form.

The parent/carer must notify the staff if an alternative named person is to collect the child.

Children must be always collected on time.

There is a late fee of € 1 per minute for pick-ups after 6 pm. A late pick-up book must be signed and either payment of late fee on the spot or parents will be billed at the end of the month

We request all parents to always accompany their children between their car and the building, as traffic can be busy at times during the day.

Parking Policy: Please do not drive or park on grass verges at any time. Use spaces provided to park and keep driveway clear. Always drive slowly and be vigilant.

WATCH FOR CHILDREN!

VIII – Behaviour Policy

At the Orchard, we believe that children should be encouraged to grow and develop to their full potential in a suitably planned environment, where they know what is expected of them, and where clear limits are set, appropriate to their age and stage of development and any special needs they may have.

Procedures

- _ Children's efforts, achievements and feelings will always be acknowledged so as to promote the growth of self-esteem and self-discipline.
- _ The service will strive to manage behaviour consistently in order that children have the security of knowing what to expect and can build up good patterns of self-discipline.
- _ Adults working in the service must be good role models by following codes of behaviour and showing respect for each other and the children.
- _ Rules that apply to children and adults in the group will be discussed and agreed. These rules will be made known to all adults, staff, parents and children. Rules will be kept to a minimum
- _ It is recognised that the key to behaviour management is good observation skills in the adults.
- _ Ongoing discussion, training and practice will be availed of to train staff in the skills of behaviour management.
- _ See our enclosed Appendix 1: Code of Behaviour between Staff & Children

IX – Admission procedures & Payment of fees

Admissions procedures

- _ Each child must be at least 6 months when starting at the service
- _ Parents seeking to secure a place for their child must complete an enrolment form.
- _ A completed enrolment form must be lodged with the service prior to the child attending the service. Once a place has been offered to parents, we require a deposit of one month's fee to secure this place. This will cover the first month's fee for the child. One month's notice in writing must be given if parents are not availing of the place, otherwise deposit is forfeitable.
- _ Children will be admitted on a 'first come first served' basis, following submission of the enrolment form.
- _ If there are no remaining places a waiting list will be drawn up.
- _ Referrals from family support services will be accepted provided there is a place available.

Fee Payment Policy

Fees are set at the beginning of each year at a rate that takes account of affordability for parents and of the sustainability of the service.

- _ The weekly/monthly fee for the service is: *see fee chart*
- _ Fees must be paid bi-weekly/monthly in advance, either by standing order or by cheque/money-order payable to the Orchard
- _ Fees must be paid even when the child is absent due to family holidays. Also during illness, except in exceptional circumstances and with the agreement of the management/manager.
- _ Fees are paid over 52 weeks per year.
- _ Parents will sign a contract agreeing the terms of the fee payment policy.

X – Diversity Policy

It is our policy to respect the individuality of all children and adults involved in our service and to promote positive attitudes to differences of culture, ethnicity, gender, language and financial circumstances; and to minority groups and members of the Traveller community. We therefore welcome all children into our centre, regardless of all the above.

A range of activities is chosen to reflect various differences in cultures, gender and ability.

We regularly check our books, posters and other materials to ensure that they challenge stereotyping and that they positively and accurately reflect cultural and ethnic diversity.

We believe that parents, children and staff can work together to create an environment where diversity can be valued and shared; and in which every individual can both contribute and learn.

XI – Health & Safety Policy

It is the policy of our childcare service to promote a healthy lifestyle through prevention of illness and establishing healthy eating patterns. It is our policy to comply with current regulations including the Child Care (Pre-School Services) (No 2) Regulations 2006 and Food Hygiene Regulations

The service is committed to promoting a healthy environment and a high standard of personal hygiene for adults and children. It is our policy to comply with current regulations including the Child Care (Pre-School Services) (No 2) Regulations 2006 and Food Hygiene Regulations. Regular inspections are carried out by Environmental Health Officer.

Hand washing must be carried out after using the toilet, after outdoor play, before and after handling food

Healthy Eating

- _ A balanced diet is provided with fresh, nutritious food
- _ Sweets, crisps, chewing gum and nuts are discouraged
- _ Special dietary needs of children are met
- _ An adult always sits with the children at meal times to encourage good eating habits, stimulate conversation and enhance the quality of the interaction.

Accident and Safety Policy

It is the policy of our childcare service to promote the health, well being and personal safety of all children and adults involved in our service, through developing and regularly reviewing accident prevention procedures and fire safety procedures.

The First Aid Box is always fully equipped, easily identifiable and in a location which is known to all adults.

[see Child Care (Pre-School Services) (No 2) Regulations 2006 Appendix C for contents of First Aid Box]

FIRE SAFETY

- _ The service has all the relevant fire safety equipment recommended in the Dept of the Environment's *Fire Safety in Pre-Schools* booklet including fire extinguishers, smoke alarms and fire blankets.
- _ The fire safety equipment is checked annually
- _ Fire drill instructions are posted in each room
- _ The assembly point is clearly marked
- _ A fire drill is carried out with the staff and children every month
- _ A record is kept of all fire drills carried out

XII – Child Protection

CHILD PROTECTION POLICY

It is the policy of our service to ensure that children are protected and kept safe from harm while they are with staff and students in our service.

We do this by

_ Ensuring that our management and staff avail of training on Child Protection provided by the Health Service Executive and the Galway City & County Childcare Committee

_ Giving parents, children and workers information about what we do and what they can expect from us

_ Making sure that our staff and students are carefully selected, trained and supervised in accordance with our Recruitment Policies and Procedures

_ Applying for Garda Vetting for all staff and students and any adults that may come in contact with children in our service

_ Letting parents know how to voice their concerns or make a complaint if there is anything they are not happy about

_ Having reporting procedures and a named designated person in place to deal with Child Protection Concerns

_ Ensuring that all staff and students are informed of the Reporting Procedures

_ Developing Codes of Behaviour amongst staff, amongst children and between staff and children.

_ Having procedures on actions to take if an allegation is made against a member of staff or student.

The Designated Person to deal with Child Protection concerns in this organisation is **Sharon McCarthy**

Should this person be absent, for whatever reason the deputy Designated Person is **Marieke van Atten**

XIII – Communication

It is the policy of The Orchard to welcome any suggestions, recommendations, comments or complaints made by children or their parents in relation to our childcare service. Any complaints made about the service will be dealt with in an open and impartial manner. Suggestion box is situated in the hallway.

We strive to have open lines of communication with parents at all times and see it as our duty to keep you informed of the well being and developmental progress of your child.

We welcome parent's phone calls during the day and are available to discuss any issues with parents.

XIV – General Notes

Clothes

Please do not dress your child in their Sunday best. They are here to paint, plant bulbs and to play with other messy materials. This is how they learn so we do not want to restrict them. We attempt to give the children the opportunity to play outdoors each day, so it is a good idea to always send a coat with them.

Belongings

All clothes and other belongings must be marked with your child's name. The crèche cannot be held responsible for unmarked items. A box is kept in the Porch containing all Lost and Found items.

Birthdays

A party and birthday cake will be organised each year to celebrate your child's special day.

Toys

We do not mind if children wish to bring a comfort toy with them during the settling in period in our crèche. However, from Pre-school onwards, we would discourage children from bringing in their own toys, books or videos. We cannot accept responsibility for any toys that are lost or broken in our crèche.

Students

On regular basis the Orchard will have students on work experience in our premises. Garda Vetting has been obtained for all and no personal information about your child will be used for their assessments, like names and photographs. Students will receive all information regarding the running of our crèche as necessary to ensure that they comply with our ethos and standards. They will be supervised at all times.

WEB addresses of interest to parents:

www.ncna.ie (National Children's Nurseries Association)

www.galwaychildcare.com (Galway Childcare Committee)

www.dcy.gov.ie (Department of Children and Youth Affairs)

www.healthpromotion.ie ("keeping your baby safe" & "play it safe" downloads)

www.ncca.ie (National council for curriculum & assessment)
Early Childhood Education

www.cecde.ie (Centre for Early Childhood Development & Education)

www.montessorireland.ie (St. Nicholas Montessori Society)

www.barnardos.ie

www.childcare.ie

XV – Ours & Your Obligations

These terms and conditions govern the basis on which we agree to provide childcare services to you.

1. OBLIGATIONS ON THE ORCHARD

We will:

- Inform you as soon as possible whether your application for a place has been successful. You must confirm within one week of receiving notification that you still wish to take up the place. If you do not, the place may be withdrawn.
- Provide the agreed childcare facilities for your child at the agreed times (subject to any days when the centre is closed). If we change the opening hours, we will give you as much notice of our decision as possible and, if necessary, work with you to agree a change to your child's hours.
- Try and accommodate any requests you may make for any additional sessions and/or extended hours of childcare.
- Provide you with regular verbal updates as to your child's progress on request.
- Notify you as soon as possible of any days on which we will be closed.
- Try to make available to any of your other children a place at The Orchard. However we cannot guarantee that a place will be available.

2. OBLIGATIONS ON YOU

You will:

- Complete and return to us our standard health record before your child can start at our nursery and immediately inform us of any changes to the information provided in that health record.
- Complete a medicine consent form if you require our staff to administer any medicines to your child (whether they are prescribed or over the counter medicines)
- Immediately inform us if your child is suffering from any contagious disease. For the benefit of the other children in the nursery, you must not allow your child to attend the nursery if they are suffering from a contagious disease which could easily be passed on to another child during normal daily activities of the nursery.
- Immediately inform us of any changes to your contact details.
- Keep us informed as to the identity of the persons who will be collecting your child. If the person collecting your child is not usually responsible for collecting them, we will require proof of identity. If we are not reasonably satisfied that an individual is allowed to collect your child, we will not release your child into their care.
- Immediately inform us if you are unable to collect your child by the official collection time.
- Inform us as far in advance as possible of any dates on which your child will not be attending.
- Provide us with at least 1 month's notice of your intention to decrease the number of hours your child spends with us or to withdraw your child from our service and end this Agreement. If insufficient notice is given you will be responsible for the full fees for your child for 1 month from the date of any changes as if their hours had not decreased.

3. PAYMENT

- Our fees are based on a weekly fee which shall be notified to you in advance of your child starting at The Orchard. We may review these fees at any time but shall inform you of the revised amount at least 1 month before it takes effect. If you do not wish to pay the revised fee, you may end this Agreement by giving us 1 month's notice, by completing our notification of leave date form, which can be obtained from the manager.
- For Day Care, fees can be paid on a monthly or bi-weekly basis by standing order, in advance. If paying direct to the crèche, a bill will be emailed to you and full fees are payable at the beginning of each month.
- All payments made under this Agreement must be by cheque or money order. A receipt from the nursery manager as proof of payment will be given monthly.
- If you have requested additional sessions or have been unable to collect your child by the official collection time and we have as a result provided you with additional childcare facilities, we will charge you for additional childcare monthly in arrears. We will add this on to the next month's bill.
- Payment must be received by the first week of each month.
- No refund will be given for periods where your child's nursery place is unfilled due to illness or holidays.
- Our Centre is closed on all bank holidays and the period between Christmas Eve and New Years Day inclusive. Full fees apply for these days.

Ours & Your Obligations (continuing)

4. TERMINATION

- You may end this Agreement at any time, giving us at least 1 month's notice, or paying 1 month's fees in lieu of notice and by completing the notification of leave date form.

- We may immediately end this Agreement if:

1. you have failed to pay your fees.
2. you have breached any of your obligations under this Agreement and you have not or cannot put right that breach within a reasonable period of time of us asking you to.
3. you behave unacceptably.
4. your child's behaviour is unacceptable or endangers the safety and well being of any of the other children at the nursery.
5. we take the decision to close your child's nursery. We will give you as much notice as possible of such a decision

- You may immediately end this Agreement if:

1. we have breached any of our obligations under this Agreement and we have not or cannot put right that breach within a reasonable period after you have drawn it to our attention.
2. we suffer any event of insolvency

5. GENERAL

- We have an obligation to report any instances where we consider that a child may have been neglected or abused to the relevant authorities. We may do so without your consent and/or without informing you.

- If we have to close the Nursery or if we take the decision to close due to events or circumstances which are outside our control, we shall be under no obligation to provide alternative childcare facilities to you. If the closure exceeds 3 days in duration (excluding any days when the nursery would otherwise be closed), we will credit you with an amount that represents the number of days the nursery is closed in excess of 3 days.

- If you have any concerns regarding the services we provide, please discuss these with your child's keyworker. If these concerns have not been resolved to your satisfaction please contact the Manager. Customer satisfaction is of paramount importance to us and any concerns/complaints will be reported to the appropriate Manager for review.

- We carry a wide range of toys and equipment at our nursery. Unless we specifically request otherwise your child should not bring any of their own toys to nursery. If they do bring toys with them, we accept no responsibility for any loss or damage to those toys.

6. POLICY ON ILLNESSES

- If your child is on medication prescribed by a doctor, they may not attend crèche until they are 24 hours into the course of medication. If your child has a temperature, a bug or other contagious illness, they may not attend crèche until all symptoms have gone. If your child becomes ill during the day, we will call you to collect them immediately. A medicine consent form must be filled in by you, for us to administer any medication to your child

This is in the interest of all children and staff in the Orchard and must be complied with at all times

APPENDIX 1

Code of Behaviour between Staff & Children

Our code of behaviour is based on an ethos of:

- _ Listening to children
- _ Valuing and respecting children as individuals
- _ Involving children in decision-making, as appropriate
- _ Encouraging and praising children

Code of behaviour

- _ While physical contact is a valid way of comforting and reassuring a child, it should only be in response to the need of the child, not the adult
- _ Staff should never physically punish or verbally abuse a child
- _ Staff should never tell jokes of a sexual nature in front of a child
- _ Staff should not develop favouritism or become over involved with any one child
- _ All staff must respect the personal space, safety and privacy of each child
- _ It is not recommended that staff give lifts in their cars to an individual child, especially for long journeys