



Afterschool Information handbook

Updated: September 2023

Welcome to CastleKidz Afterschool

Thank you for choosing to send your child to CastleKidz.

We offer a term time only afterschool service for children in the local community with collection from St. Francis' Primary School. We are open from 1.20 until 6pm weekdays and open earlier to facilitate school half days when required.

Our service is fully registered and insured. We have a ratio of one adult to 12 children in accordance with current guidelines.

We aim to provide a warm, friendly, home from home environment where children can relax after a busy day at school or engage in a variety of activities designed to meet their interests. As a small setting we are able to get to know all the children well, build positive relationships and encourage all who attend to feel part of our close-knit group.

At CastleKidz we aim to

- Provide a safe, caring, and nurturing environment where all children can continue to learn and develop, thrive, and grow as individuals.
- Support children's independence by building self-confidence and self esteem
- Encourage social and emotional skills through interaction with their peers
- Provide new learning experiences with the personal preferences and abilities of each child in mind
- Offer relevant, stimulating, and balanced activities that encourage a positive disposition towards learning
- Provide quality childcare that meets the needs of the surrounding community
- Provide parents/carers with information and support
- Respect parents/carers and value them as primary caregivers
- Make our services accessible to all children

Our afterschool leader is Irene Hargan. Irene has many years of experience working with children of all ages. She is loved by the children in afterschool and brings her creativity and sense of fun to all the activities she provides every day. On Fridays our afterschool teacher is Nicola Moran. Nicola is highly qualified and also has many years of experience, her bubbly personality ensures the children in her care will always have fun. Joanne Woolven our service manager is also there everyday until 4.30pm.

**Irene or Joanne (CastleKidz manager) can be contacted on
0877216929 via call, text, or WhatsApp or by email:
parishcastlekidz@gmail.com.**

Fees and Payments

We charge an hourly rate of €5. For those availing of the 1.20-2.20 time the charge is €7.50 for the hour. On days when school finishes early we will open to facilitate this at no extra charge.

Invoices are sent half termly in advance. All hours must be paid for regardless of your child's attendance as the place is still being held for them and cannot be given to another child. We reserve the right not to renew a place on a half termly basis for those not paying the full invoice.

It is important that you let us know if your child will not be attending on any given day using the contact details above.

Homework

Homework is done when the children first come into afterschool at 2.20 and finishes no later than 3.20. The children are encouraged to work as independently as possible but always with support when needed. We ask that parents listen to any reading homework and check and sign diaries to ensure all work is complete. In the event of your child not having time to finish their work you will be informed at pick up time. Please be aware that while every effort is made to give time and support to each child this is not always possible.

Snacks

As children stay for varying lengths of time in afterschool we ask that children bring a healthy snack and drink with them suitable for their needs i.e. A child staying until 3.20 or 4.20 will potentially not need as much as a child staying until 6pm. We are happy to reheat food etc and will work with you to ensure your child is eating well. Fresh drinking water is always provided and fruit is available. Please talk to us about your child's requirements around snacks.

School collection

Children will be met at the side gate of the school and be escorted into the afterschool building.

Policies



Statement of Purpose and Function

This policy is available and is communicated to all parents and guardians through an emailed handbook. A child friendly format is also available and a printed copy is given to all children. These policies are also displayed in the setting and available on our website. This policy is reviewed every two years or if there is a change to be made.

CastleKidz Afterschool service aims to provide quality, affordable school age childcare to children in the local community. We operate a private school age service with a registered sessional pre-school service and are classified under the Child Care Act 1991 (Early Years Service) (Registration of School Aged Services) Regulations 2018.

We strive to provide quality care and education in a welcoming, safe, happy and stimulating environment which meets the needs of all children in a home from home environment. We recognise that all children have the right to have their voice heard and work with them to create an environment that they feel they have ownership of, where their opinions and ideas matter and are respected. A child's right to play and engage in play activities is acknowledged and supported. In conjunction with the children, we offer relevant structured activities combined with free play, all of which is child led. We aim to support the children to be creative and imaginative, to develop their confidence and self-esteem, enhance social skills and develop personal interests and hobbies.

At CastleKidz Afterschool parents and guardians are seen as valued partners in our service and their participation is encouraged and supported. We recognise each member of afterschool as unique individuals and celebrate the diversity of experience that brings to our group. All children are encouraged to play a full and active role in the group and additional support is always provided to ensure equality of access and inclusivity.

Our ethos is underpinned by the National Quality Guidelines for School Age Childcare Services and the principles of these guidelines form the basis of our daily practice.

Setting Details

Name of Setting: CastleKidz Afterschool
Address: Parish Centre,
Church Lane

Newcastle
Co. Wicklow
A63 X782

Registered Provider: Rev. Ross Styles
Person in Charge: Joanne Woolven
Deputy Person in Charge: Irene Hargan
Contact Telephone: 0877216929
Email Address: parishcastlekidz@gmail.com

CastleKidz Afterschool offers a sessional service to primary school age children. We operate from 1.20 until 6.20, Monday to Friday during the school term. Our calendar follows that of St Francis Primary School where the children in our care attend and we are open for 39 weeks of the year. We have a ratio of one adult to 12 children and can accommodate 18 children at any one time.

Our programme of activities varies depending on the interests and needs of the children in the group. Each day allows time for supervised homework, rest, and free play activities. Children have free access to art and craft materials, outdoor areas, and indoor space for physical activity such as football and dancing. Structured, adult guided activities such as cooking, science, crafts, sports, mindfulness, and gardening etc are offered daily in partnership with the children's interests.

The work of CastleKidz Afterschool is informed by the following policies:

- Fire Safety Policy
- Infection Control Policy
- Complaints Policy
- Behaviour Management Policy
- Medication Management Policy
- Dropping Off and Collection Policy

This list is not exhaustive and is in the process of being extended.

Person Responsible: _____

This policy was adopted by CastleKidz Afterschool on: _____

Signed by: _____

(On behalf of the Board of Management)

Review Date: _____



Child Safeguarding Statement

This policy is available and is communicated to all parents and guardians through an emailed handbook. A child friendly format is also available and a printed copy is given to all children. These policies are also displayed in the setting and also on our website. This policy is reviewed every two years or if there is a change to be made.

1. NAME OF SERVICE AND ACTIVITIES PROVIDED: CastleKidz Afterschool

CastleKidz Afterschool school is a registered afterschool providing the following services for children of primary school age. It offers the following service: school collection from the local school, homework supervision and a range of indoor and outdoor activities.

CastleKidz Afterschool is governed by a Board of Management. The Manager of the service is a member of the board which meets monthly to discuss governance issues and any matters arising.

Opening Hours:	1.20 AM – 6.00 PM
No of Weeks per year:	38
Capacity:	18
Age Range:	Afterschool 4 – 12 years
Ratios:	1:12
Curriculum:	Play based, child led.
Address:	Parish Centre, Church Lane, Newcastle, Greystones Co. Wicklow
Phone Number:	0877216929/ 01-2819300
Email:	parishcastlekidz@gmail.com

Key personnel: In-House

Manager (Person in charge):	Joanne Woolven
Deputy in the absence of Manager:	Irene Hargan
Health and Safety Officer:	Joanne Woolven
Fire Officer:	Joanne Woolven
First Aid Co-ordinator:	Joanne Woolven
Designated Liaison Officer:	Joanne Woolven
Deputy Designated Liaison Officer:	Irene Hargan
Data Controller:	Karen Reynolds and Joanne Woolven

Key Personnel: External

TUSLA Early Years Inspection Team:	Early Years Inspector Loughlinstown Health Centre Loughlinstown Co Dublin Tel: 2822122/2821594
TUSLA Social Work Department:	Child and Family Protection Service Knockrobin Primary Care Centre Port Road Wicklow Tel: 076 - 6958400 9am – 5pm
Garda:	Newtownmountkennedy Tel: 01 2819222 Greystones Tel: 01 6665800 Wicklow Tel: 0404 60140
Doctor:	Newtown Medical Practice Tel: 2811662 9am – 5pm
Pharmacist:	Kilcoole Pharmacy 01 2874483

Hospital:	Crumlin Children's Hospital Tel: 4096100 Tallaght Children's Hospital Tel: 01 4143510 Temple Street Children's Hospital 01 8784200
Fire Brigade:	999 / 112
Fire Maintenance:	Guardian Fire & Safety 051 44877
Garda Vetting:	Early Childhood Ireland / 01 4057100 Barnardos / 021 4547060
Water Leaks:	1850 27 87 78
Electricity Emergency:	1850 372 999 (24-hours)
Gas Emergency:	1850 205 050 (24-hours)

2. COMMITMENT TO SAFEGUARD CHILDREN FROM HARM

- Our Service is committed to safeguarding the children in our care and to providing a safe environment in which they can play, learn and develop.
- Our Service believes that the welfare of the children attending our service is paramount. We are committed to child-centred practice in all our work with children.
- We are committed to upholding the rights of every child who attends our service, including the rights to be kept safe and protected from harm, listened to and heard.
- Our policies and procedures to safeguard children and young people reflect national policy and legislation and are underpinned by *Children First: National Guidance for the Protection and Welfare of Children, DCYA 2017*, *Child Safeguarding: A Guide for Policy, Practice and Procedure, Tusla 2018* and the *Children First Act 2015*.
- Our policy declaration applies to all paid staff, volunteer, committee/board members to and students on work placement within our organisation. All committee board members, staff, volunteers and students must sign up to and abide by the policies, procedures and guidance encompassed by this policy declaration and our child safeguarding policy and accompanying procedures.
- We will ensure that all our staff and students are carefully selected, trained and supervised.
- We will ensure all staff are Garda vetted prior to engagement.
- We will let parents/guardians and children know how to voice their concerns or complain if there is anything they are not happy about. Having a procedure to respond to these complaints.
- We will review our child safeguarding statement and accompanying child safeguarding policies and procedures every 2 years or sooner if necessary, due to service issues or changes in legislation or national policy.

- Letting parents/guardians and children know how to voice their concerns or complain if there is anything they are not happy about. Having a procedure to respond to these complaints.
- We have a clear reporting procedure to be followed should a staff member have a concern about a child with regard to *Children First (2017) and The Children First Act 2015*
- Having a procedure to respond to allegations of abuse and neglect against staff members.
- The Child and Adult Protection policy will be reviewed annually by the Management
- **Designated Liaison Person (DLP)** for Child Protection.

DLP: Joanne Woolven, Service Manager	DEPUTY: Irene Hargan
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3. Risk Assessment

In accordance with the *Children First Act 2015*, the Board of Management/Service Provider has carried out an assessment of any potential for harm to a child while attending the service or participating in service activities. A written assessment setting out the areas of risk identified and the service procedures for managing those risks is summarised below:

Risk Identified	Policies and/or Procedures in place to manage Risk
Child Abused within setting	<p>Vetting in place to include Garda vetting, police checks, validated references.</p> <p>No unsupervised access by unauthorised personnel. Staff aware of mandated requirement to report abuse.</p> <p>Staff trained in child protection DLPs appointed Mandated Persons named and listed</p>
New Staff members	<p>All staff are vetted prior to commencing employment. All references are checked. All staff are requested to complete Tulsa e-learning module and must complete Children First training when courses are available. All staff have read Child Safeguarding Statement and completed induction training. Recruitment Policy. Garda Vetting Policy. Induction Policy.</p>

Other centre users	All children must be fully supervised in the centre when the doors are open to the public Critical Incident Plan. Garda Vetting Policy
Visitors to afterschool	All visitors to must sign in. Manager must be aware of the reason for their visit.
Extra-curricular staff	All extra-curricular staff must be Garda Vetted. Visitors book must be completed.
Inappropriate curriculum and activities	Curriculum Policy developed to be age and stage appropriate and is monitored by the Manager on an on-going basis
Outings	Outings Policy and Missing Child Policy. Critical Incident Plan
Accidents/Incidents	All accidents/incidents are to be recorded in Accident book.
Social Media	No photographs of any child attending CastleKidz Afterschool is to be uploaded to social media with out permission.
Infection/Illness	Infection Control Policy in place and followed, Illness Exclusion Policy in place and followed, Hand washing signs installed Pest control system in place
Lost child	Missing Child Policy in place and followed, Outing Policy in place and followed. Risk Assessments carried out, Critical Incident Plan in place
Medication errors/Child not treated for a condition	Medicines Policy in place and followed Parental Consent Forms signed, Individual Child Care/Emergency Plans in place
Child not collected/Unauthorised collection	Collections Policy in place and followed, Emergency Collectors available, Parental Agreements & Permissions in place, Child Registration Form completed with emergency contacts and authorisations. Children are not released to unauthorised persons
Dignity of the child violated/Sexual abuse	Sanitary Area suitable where children's privacy is maintained. Child and Adult Protection Policy.
Illness or infection due to poor nutrition	Healthy Eating Policy in place and followed, Food Hygiene Policy is in place and followed.

Unsuitable staff	Recruitment and Selection Policy, Garda Vetting Policy, Relevant validated References, Child and Adult Protection Policy, Risk Assessment of Disclosures on Garda Vetting forms completed if required
Poor behaviour strategies where the dignity of the child is undermined	Managing Behaviour Policy in place and followed Positive strategies only used No Corporal punishment, no isolation Professional assistance sought for very challenging behaviour
Un-vetted students/Volunteers	Garda Vetting Policy, Students and Volunteers Policy
Access to inappropriate online resources	Internet and Photographic and Recording Devices Policy, Parental Consent Forms completed. No images of children published externally or on social media, No mobile phones allowed in classrooms
Unauthorised sharing of images and information about a child	No images of children to be posted online. Parental consent forms completed. Social Media Policy Confidentiality Policy
Fire	Fire Safety policy in place Monthly fire drills Staff trained in fire prevention and response Fire Equipment maintained

4. CHILD SAFEGUARDING POLICIES AND PROCEDURES

As required by the *Children First Act 2015* and *Children First National Guidance for Protection and Welfare of Children, 2017*, the following safeguarding policies/procedures/measures are in place.

- Procedure to maintain a list of mandated persons under the Children First Act, 2015.
- Procedure for appointing a relevant person.
- A Designated Liaison Person and Deputy have been appointed.
- Child Protection and Welfare Reporting Procedures.
- Confidentiality Policy

- Policy for Dealing with Allegations of Abuse or Neglect Against Employees.
- Procedure for Managing Child Protection Records.
- Recruitment Policy.
- Garda Vetting Policy.
- Code of Behaviour for Working with Children
- Induction Policy (which includes procedures to inform new staff about the Child Safeguarding Statement and accompanying safeguarding policies and procedures).
- All staff have completed the Tusla eLearning module – *Introduction to Children First* and relevant staff have attended Always Children First Child Protection Training.
- Staff have access to regular Supervision and Support in line with the service policy.
- Complaints Policy.
- Policy for Managing Outings.
- Policy for Managing Accidents and Incidents.
- Social Media Management Policy.
- Full and comprehensive Policies and Procedures, Safety Statement and Risk Assessments are periodically reviewed and updated as appropriate.

5. IMPLEMENTATION AND REVIEW

- We recognise that implementation is an ongoing process. Our service is committed to the implementation of this Child Safeguarding Statement and the accompanying child safeguarding policies and procedures that support our intention to keep children safe from harm while availing of our service.
- This Statement will be reviewed every 2 years or as soon as practicable after there has been a material change in any matter to which the statement refers.
- This Statement is displayed in the service. It has been provided to all staff, volunteers and any other persons involved with the service. It is readily accessible to parents and guardians on request. A copy of this Statement will be made available to Tusla if requested.

Person Responsible: Joanne Woolven, Manager, Ph: 0877216929, Email:

parishcastlekidz@gmail.com

This policy was adopted by CastleKidz Afterschool on: 24th February 2021

Signed by: _____

(On behalf of the Board of Management)

Review Date: 24th February 2023

For further information on this Statement, contact Relevant Person: Joanne Woolven



Managing Behaviour Policy

This policy is available and is communicated to all parents and guardians through an emailed handbook. A child friendly format is also available and a printed copy is given to all children. These policies are also displayed in the setting and also on our website. This policy is reviewed every two years or if there is a change to be made.

CastleKidz Afterschool recognises all children are individuals with unique needs and abilities. We endeavour to manage behaviour through a supportive model. We encourage school age children to develop the skills of self-regulation, problem-solving and decision-making skills. All staff will support school age children with their individual needs and adjust the supports as required. Staff will implement clear and consistent expectations for all children. Staff will follow clear strategies to support children as named in this policy. CastleKidz Afterschool will work collaboratively with parents/guardians to implement the managing behaviour policy. Through this partnership, it places each child's needs and rights at the centre of our practice.

Procedure for Supporting Positive Behaviour :

Adults:

- Staff model positive behaviour through the way they speak and interact with the children.
- CastleKidz Afterschool has a Code of Conduct for staff relating to behaviour management.
- Practitioners build strong, positive relationships with each child and their family. This helps with getting to know what the child enjoys and some of the situations they may find difficult.
- Practitioners will always comfort an upset child.
- Practitioners will always show empathy to the feelings which the child may be experiencing.
- A child's behaviour is not discussed amongst the staff team, or outside CastleKidz Afterschool. Only relevant staff will be informed of information including action plans, or care plans.
- All staff receive training on this policy at induction and when necessary after that.

Children:

- Expectations are consistent for all children, and are dependent on the age, stage of development and needs of the child.
- Children's efforts, achievements and feelings will be acknowledged by sincere encouragement leading to growth in self-esteem and self-discipline.
- A range of activities will be available to the group of children that offer a lot of choice to all children in order to support children's play ideas.
- CastleKidz Afterschool encourages independence and autonomy for each child.
- This policy is communicated to all children in an age-appropriate manner.

Respectful interactions between children:

A culture of respect is in place within the setting. We encourage all children to:

- To be polite, friendly, respectful and helpful to others.
- To play fairly and include others in our activities.
- Respect one another, accepting differences of race, gender, ability, age and religion.
- Use socially acceptable behaviour.
- Comply with our code of behaviour which is developed by the children themselves.
- Ask for help if needed.

To support these guidelines, a code of positive behaviour is developed by the School Age children with rules they consider as important in helping them take ownership of their behaviour. We recognise each individual child is unique and may need different levels of support to manage situations. If an issue arises between peers, we encourage all School Age Children to speak to a staff member to develop solutions to resolve the issue.

Parents:

- Requests of specific strategies from parents will only be implemented where it follows the services managing behaviour policy and is in line with best practice.
- Staff implement a balanced approach to communication with parents.
- Staff are aware of respectful communication in supporting school age children in managing their behaviour. Where staff need to speak with a parent/guardian about a child's behaviour, the child is not present.
- The parent/guardian is informed of incidents of behaviour in a mindful manner e.g. away from the door, not calling the parent into the room in front of other parents, away from other children.

- Parents can request a meeting with the service to discuss specific elements of the managing behaviour policy.
- CastleKidz Afterschool maintains clear procedures on monitoring and recording any incidents or issues in relation to supporting children with managing their own behaviour.
- Information is only shared with parent/ guardians regarding strategies or plans in place to support their child.
- Parents are encouraged to discuss any concern regarding behaviours occurring with us. All issues, concerns or grievances are managed within the service.
- Where an accident and/or incident has been recorded under the managing behaviour policy, details are recorded on two separate records for each parent to sign. Records only disclose the name of the individual child of the parent which is signing. The second child's name is not disclosed.

Communication with Primary school:

- CastleKidz Afterschool will not discuss any child's behaviour with a primary school without the parent/ guardian's permission.
- In certain cases, where we are contacted by the school to contribute to an individual care plan parent/guardian consent is sought prior to any information being shared.
- We may request to discuss a child's behaviour with the school to ensure consistent strategies are being implemented. Parent/guardian consent will be sought prior to any discussion.

Encouraging positive behaviours:

CastleKidz Afterschool encourages positive behaviour through –

- Providing a balance of adult led and child led activities.
- Offering a variety of opportunities to meet the needs of the children attending the service.
- Supporting children to move from an activity which does not interest them.
- The environments are laid out into specific spaces with sufficient space, equipment and materials to meet the needs, abilities and interests of the children.
- Flexible routines to meet the needs of the children.
- A code of behaviour is developed by the children and regularly reviewed.

Prohibited Practices:

- Corporal punishment - Any physical force which is used with intent to cause some degree of pain or discomfort, such as hitting, spanking (refers to striking a child with an open hand on the buttocks or extremities with the intention of modifying behaviour without causing physical injury), shaking, slapping, twisting, pulling, pinching, squeezing, or biting is prohibited.
- Practices or the threat of any practices that are disrespectful, degrading, exploitative, intimidating, emotionally or physically harmful or neglectful will not be carried out on any child while attending the service.
- Bullying of any form
- Restraint of children by unapproved methods

Incident management:

CastleKidz Afterschool follow different strategies based on the type, frequency and impact of the behaviour(s).

1. Resolving an Incident / Conflict Management

This type of behaviour may be a once off incident or it may be specific times where a child needs support based on their age, stage of development or needs. We support the development of self-regulation through the Conflict Resolution Approach. These strategies support the child to develop the skill of regulating emotions and problem-solving. There may be different levels of support which are needed for each individual child, the adult should adjust support where necessary in this process for each individual child. These are the steps to follow in using the Conflict Resolution Approach:

- Approach calmly – put yourself in the shoes of the child. All their feelings are relevant and real in the moment. Approach the situation calmly and get down to the child's eye level.
- Acknowledge feelings – describe how the child/ children are feeling.
- Gather information – remain neutral by giving each child the opportunity to tell their side of the story. Children sometimes need lots of time to get the words out so take your time and remember the importance of the lessons learnt in these situations.
- Restate the problem – after listening to the children simply describe what the problem is so both/all can understand different sides of the story.
- Ask for ideas for solutions & choose one together - give the children an opportunity to come up with solutions and keep working on it until you all agree on something. This can take time.

The code of behaviour is referred to throughout this conversation. Isolating, undermining, labelling or disregarding practices are not used. Children are encouraged to be respectful and show empathy.

- Be prepared to give follow up support – it is important the staff member follows through on the agreed solution. This helps place trust in the process and children will have confidence in the approach.

2. Managing Moderate Behaviour Issues:

This type of behaviour can be recognised when a behaviour is becoming a more regular occurrence. Incidents of reoccurring behaviour are documented. The type of information which is recorded may include location, time, date, triggers, witness. This is stored within the child's file in a locked cabinet.

Strategy:

The strategy for supporting the child should be consistent. It should follow the Conflict Resolution as outlined above.

- The practitioner may speak with the child to discuss the behaviour. E.g. why they think it might be happening, what can the service do to support the child. This is an informal conversation in a quiet space away from the child's peers.

- The child, in so far as practical, may be involved in the development of the action plan between the School Age Service, the child and parent/guardian. This involvement may be directly or indirectly.

- Ideas and solutions are encouraged from the child, and the service, in so far as practical, will implement them once it is in best practice guidelines.

- Informing the child of meetings happening between the service and the child's parents/ guardians will be decided on a case-to-case basis.

3. Serious Behaviour Issues:

Serious behaviour issues may include the following:

- Repeated pattern of behaviour which impacts with the child's learning or engagement
- Behaviours that are not responsive to process described above
- Prolonged tantrums, physical and verbal aggression, disruptive behaviour
- Dangerous behaviour that is a risk to the child or other children

Communication with Parents:

Reassurance should be provided to parents on supporting their child and open communication should be encouraged throughout this process. In setting up a meeting with a parent/guardian, we will consider the following:

- Where possible, a suitable time/day is prearranged with the parent and service e.g. after the session, collection time or during the day.
- Possible supports the parent/guardian might need for the meeting e.g. family member
- Meetings are in a comfortable uninterrupted space.
- All conversations are away from the child.
- All meetings, plans and observations will be recorded and stored in the child's record in a locked cabinet.
- A plan will be developed between the staff and parent/guardian to support the child. This plan will be short-term of 1-2 weeks approx. The strategies and timeframe of the plan will be clear.

Strategies:

Specific strategies may be followed to support the child including Conflict Resolution Approach. If appropriate, we may develop an individual care plan to support the child. Where other strategies are in place to support the child, there is a clear outline provided in the care plan. These strategies follow best practice guidelines.

We may also use the following to support serious behaviour issues:

- Time to one side with support of an adult.

In rare situations, it may be appropriate to use time to one side with the support of an adult, for short periods of time, to enable a child to calm down. Adult support is needed throughout this time, and a child must never be isolated in any space or room without adult support. Clear guidelines are followed by service. This should not be used as a form of time out and/or isolating a child.

- Holding or restraining a child to prevent harm.

The purpose of this intervention can only be to prevent injury to the child, another child or to an adult, or to prevent serious damage to property. Physical restraint must only ever be used for immediate safety reasons, with the minimum force and for the minimum amount of time, ensuring no pain is inflicted on the child. This strategy is only ever used as a last resort. All staff will be trained in an evidence-based method. If staff physically intervene to prevent injury to a child or others, an incident report is completed and parents/guardians are informed of the staff intervening.

- When all reasonable attempts to support the child, whose challenging behaviour is causing difficulties to have failed, it may be necessary to suggest to parents/guardians

to seek professional advice, such as a psychologist or play therapist. If necessary, the family will be supported to contact any relevant external professionals.

The staff will always work in the best interest of the child using their best judgement in situations which can be demanding and stressful on all involved.

Child Leaving the School Aged Childcare Service Unaccompanied:

During the hours that they are in CastleKidz Afterschool, children must not leave unaccompanied. They must be collected by an adult unless prior arrangement has been made. If a child leaves unauthorised and unaccompanied the following procedure will apply:

- Children will never be left unsupervised – a staff member will follow the child if necessary
- The child's parent/guardian will be contacted
- The Gardai will be contacted if there is a concern for the child's safety

The best interests of the child and their safety is our priority at all times. Leaving the premises unauthorised is considered a serious behaviour issue.

Bullying

CastleKidz Afterschool is committed to be a safe and friendly place for all children. We expect all children and staff to be treated with respect and kindness at all times. Bullying is not tolerated, and we have specific steps we follow in the event of bullying. We seek to identify, responding and manage bullying in a timely and sensitive manner. Bullying can include different types of actions:

- Verbal actions
- Gestures or signs
- Physical actions
- Taking or breaking other people's belongings
- Leaving people out of games or any other type of exclusion
- Cyberbullying

This is not an exhaustive list and there are other things that could happen that are considered bullying. All incidents of bullying witnessed should be reported to _____ (room leader/manager) as soon as possible. The manager will investigate any bullying allegations. This might involve speaking to the children involved, gathering information on who is

involved and in the case of cyberbullying recording any posts online. All bullying investigations are handled sensitively. Parents are informed of any bullying investigation. On occasion, it may be necessary for us to liaise with the child/children's school. If a bullying issue is also ongoing at school, CastleKidz Afterschool and the school will communicate about the approach, with parental permission. Following identification of a bullying issue, we will implement an intervention that is determined by the nature of the bullying and the children involved. Intervention might include:

- Negotiating agreements between pupils
- Working with parents and guardians
- Mediation
- Buddy/peer mentoring

Cyber bullying:

Cyber bullying can be defined as any of the afore mentioned bullying that occurs over the internet or via mobile phone. We are committed to preventing cyberbullying in our service. The following guidelines are followed:

- The children are not permitted to have a mobile phone switched on while on the premises and grounds.
- The children in CastleKidz Afterschool have no access to any social media websites while in the setting.
- Parents are requested to update us of any potential cyberbullying incidents they are aware of.
- Children are required to report any incident of cyberbullying to us.

Complaints Policy:

The services complaints policy and procedures should be followed where there any issues or concerns regarding the implementation of the managing behaviour policy.

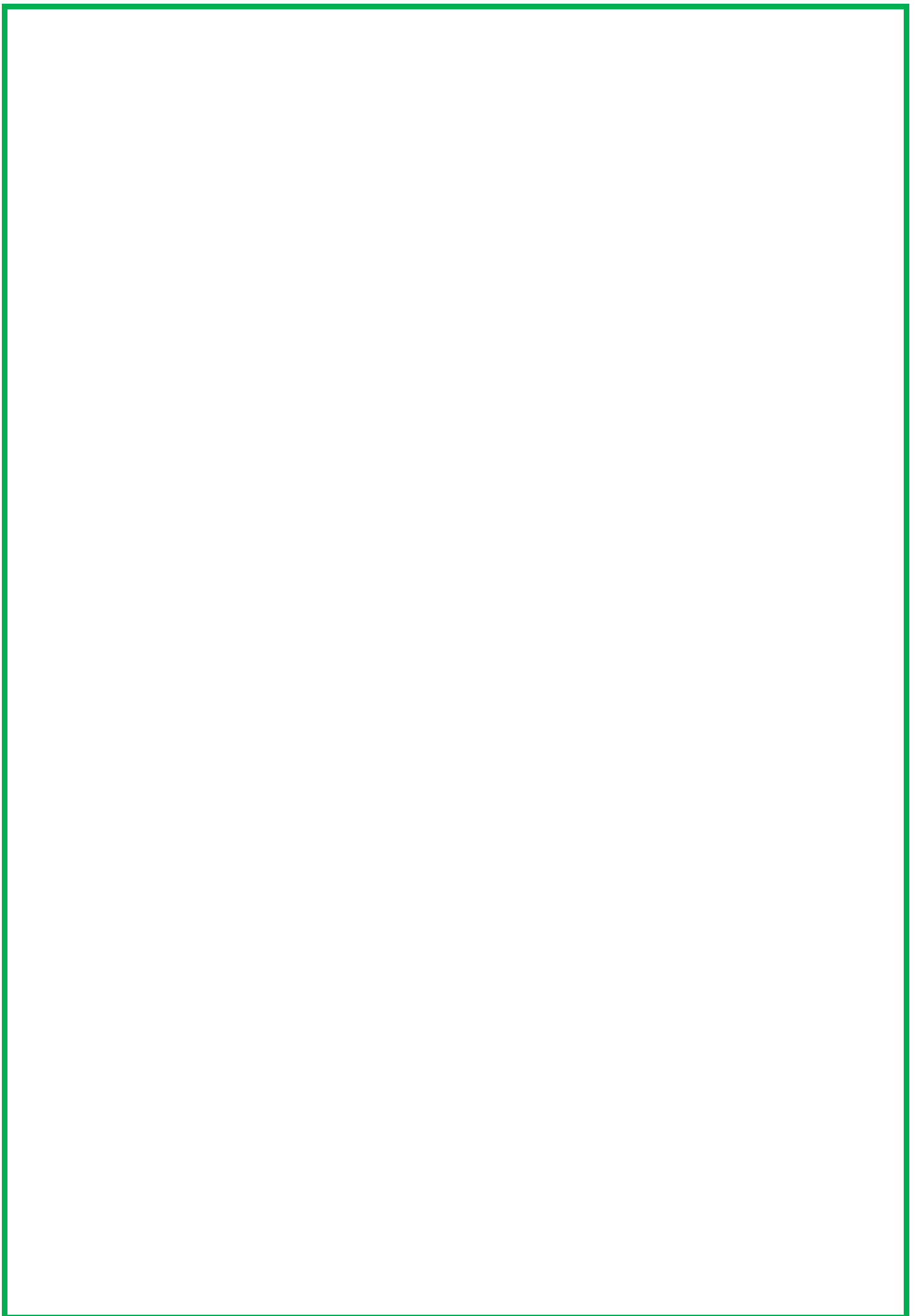
Person Responsible: _____

This policy was adopted by CastleKidz Afterschool on: _____

Signed by: _____

(On behalf of the Board of Management)

Review Date: _____





Complaints Policy

This policy is available and is communicated to all parents and guardians through an emailed handbook. A child friendly format is also available and a printed copy is given to all children. These policies are also displayed in the setting and also on our website. This policy is reviewed every two years or if there is a change to be made.

CastleKidz Afterschool is committed to providing a high-quality service to everyone that comes in contact with our service and welcome school children's and parent's views of the service. We understand that at times families may have a concern or feedback about the service. We are committed to giving careful attention and a courteous, timely response to your suggestions, comments, or complaints so that we can learn from them and continuously improve our service. Complaints will be accepted and investigated irrespective of the nature of the complaint or who the person making the complaint is.

In the first instance, we hope that complaints would be handled informally. In the event that a complaint cannot be handled informally within the service, we advise individuals to follow the procedure set out in this policy. All complaints made are treated confidentially. We respect children's voices and their right to raise comments or complaints about our service. We have a child friendly complaints policy available to all children in our service. We accept complaints directly from children and via their parents/guardians.

CastleKidz Afterschool endeavours to fulfil the following values in all aspects of our work:

- to work in respectful partnership
- to focus on the needs and well-being of the children attending our service
- to engage positively with parents
- to be open and share information
- to be professional and efficient

How to make a complaint:

Informal:

In the first instance, we invite all parents/guardians to make a complaint informally. This should ideally be done in person and can be a conversation with the room leader, manager, or registered provider. Where possible we endeavour to handle all complaints informally if possible. We aim to ensure making a complaint is as easy as possible and to deal with it

promptly and politely. We endeavour to learn from complaints, use them to improve our service, and review annually our complaints policy and procedures. We aim to informally resolve a complaint as soon as possible but within a maximum of 5 working days. If your complaint cannot be dealt with informally, we will direct you to our formal complaint's procedure.

Formal:

There are certain times when a complaint cannot be handled informally. In these circumstances we direct parents/guardians/other individuals to make a formal complaint in writing. If you wish to make a formal complaint we request that you follow the below steps:

You can make a formal complaint by:

E-mail: parishcastlekidz@gmail.com

Post: Parish Centre

Church Lane

Newcastle

A63 X782

The complaint can be addressed to the Manager or to the Chair of the Board of Management.

If you have a difficulty with submitting a complaint in writing, please contact us by phone or in person and we can support you with making the complaint. Please include the following information when making a complaint:

- Name, address, a daytime telephone number and an email address if applicable
- Full details of the complaint including relevant dates and times
- Names of those involved (including staff)
- Be clear about what you are hoping to achieve (apology, explanation etc.)
- Copies of any relevant documentation
- State your preferred method of communication

See form in the appendix of this policy to completed if you wish.

Dealing with your formal complaint:

1. We will formally acknowledge your complaint within 5 working days.
2. The Manager/Board of Management will assess the complaint and the level of risk posed. If a matter concerns an immediate risk to safety or security the response will be immediate and will be escalated appropriately.

3. The Manager/Board of Management will confirm that the issue raised in the complaint is within the control of the service. If there is more than one issue raised in the complaint, it will be determined whether each issue needs to be separately addressed.
4. The Manager/Board of Management will look at addressing the complaint. We will let you know if this includes an investigation. If the complaint is straightforward, generally someone from the service will investigate. We will let you know who will be investigating your complaint.
5. If necessary, an investigation panel is formed to investigate the complaint. The persons investigating the complaint are in no way involved in the complaint, are not related to the complainant or any staff members involved in the complaint. Following investigating of the complaint, a separate HR procedure may need to be invoked.
6. A full response to the complaint will issue within 30 working days.
7. If there is a delay to the timeline of issuing a response we will notify the person making the complaint as soon as possible.
8. The person making the complaint will be kept informed of the progress of the complaint.

Investigation:

Depending on the nature of the complaint received, the manager/Board of Management will determine the type of investigation that will take place. All complaints are thoroughly and objectively investigated. The investigation is handled appropriately and sensitively. The person investigating the complaint will aim first to establish the facts related to the case. In complex cases, an investigation plan will be drawn up outlining how the complaint will be investigated. When investigating a complaint, all relevant evidence will be looked at. In the process of the investigation we may need to meet with the complainant to discuss your complaint further. Complainants can bring a person with them to any such meeting. All staff must participate in the investigation of a complaint, as required. Any staff member involved in the complaint will be supported throughout the process.

Outcome and Response:

Following the formal investigation of your complaint, we will let you know what we have found via your preferred form of communication. If necessary, we will produce a longer report. We will explain how and why we came to our conclusions and outline any changes to policies/procedures, practice and risk management arising from the investigation. Where no grounds for the complaint are found, the person making the complaint will be notified and information detailing the next stage will be provided. We will share any recommendations from our investigation with the complainant and also all relevant staff. We will outline the appeals process as part of the complaint response.

Appeal:

If the complainant is dissatisfied with the response to the complaint, then there is the opportunity to appeal it. The appeal must be submitted within 5 working days. The appeal is handled by someone who was not involved in the original complaint process.

Children's Complaints:

Children will be facilitated and supported to make complaints using the same procedures outlined above. This procedure is explained in our child friendly version of this policy and available to all children.

Record of Complaints and Confidentiality:

An accurate and detailed record of each complaint is kept for a period of 2 years from the date the complaint has been dealt with. Complaint information is stored confidentially in the service and is only accessed by the registered provider and Manager. The people who have access to complaint records are named at the bottom of this policy. The record held on file clearly outlines what the complaint was and how it was dealt with by the service. The record of complaints is available for inspection purposes by authorised persons.

Complaints not within the scope of the service:

Any complaints not within the scope of the school aged childcare service to investigate, will be referred appropriately. For example:

- If there are child safeguarding concerns relating to a complaint, the designated liaison person is informed, and the child protection policy of the service is followed.
- If a complaint involves a potential criminal offence, An Garda Siochana is notified.

What we expect from complainants:

We believe that all complainants have the right to be heard, understood, and respected. However, we also consider that our staff have the same rights. We, therefore, expect you to be polite and courteous in your dealings with us. We will not tolerate aggressive or abusive behaviour, unreasonable demands, or unreasonable persistence.

Persons who have access to the record of complaints: _____

Person Responsible: _____

This policy was adopted by CastleKidz Afterschool on: _____

Signed by: _____

(On behalf of the Board of Management)

Review Date: _____

Complaint Form

Name of person making complaint:

Address of person making complaint:

.....
.....
.....

Phone number:

Preferred method of communication:

Date and time complaint was made:

Date and time of incident (if applicable):

Name of person to whom complaint was first made:

Name of Registered Provider:

Details of Complaint:

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.....
.....
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.....
.....

Signature of Complainant:

Date:

Signature of manager receiving complaint:

Date:



Collection of Children Policy

This policy is available and is communicated to all parents and guardians through an emailed handbook. A child friendly format is also available and a printed copy is given to all children. These policies are also displayed in the setting and also on our website. This policy is reviewed every two years or if there is a change to be made.

CastleKidz Afterschool is committed to supporting each child's health and well-being. This policy describes the procedures carried out by the service to ensure the safety of the children arriving and departing from CastleKidz Afterschool. The policy outlines the role of the authorised person, procedures for collections and drop offs and unaccompanied school age children. The aim of this policy is to ensure the safety and welfare of children by making sure that the responsibilities and expectations of all parties are clear when it comes to children being collected from school by CastleKidz Afterschool.

All children are collected from the side gate of the school where they are met by a staff member.

Collections from School:

Children walk from the school to the afterschool service.

- Parents must clearly communicate collection needs with CastleKidz Afterschool within an agreed timeframe for example staff meetings, half days, unexpected closures.
- The parent must provide the name of the service to the school and advise them that the service will be collecting the child.
- A collection point is agreed between the school, child, parents, and the service. Any changes to this must be agreed in advance.
- Authorised staff collecting children from school only leave CastleKidz Afterschool for collections when they have confirmed the names of all children to be collected on that day.
- The details of each collection are recorded. This includes the individual name of the child/young person(s), number of children being collected, name of authorised staff member, time returning and/or any incidents.

- It is at the discretion of service to facilitate collections from out-of-school activities. These will be agreed with parents on a case-by-case basis bearing in mind the needs of all children attending the service, availability of personnel to facilitate collections etc.
- School Age children who are usually collected should not leave the school until the authorised person(s) arrives to collect them.
- Children must ensure that they have all their belongings with them upon collection. Where items are forgotten, it is at the discretion of the service whether they can return to the school or not to retrieve them.
- Children are expected to follow CastleKidz Afterschool's managing behaviour policy at all times.
- Children are supervised by the authorised staff member from the time they are collected from the school.

Leaving unaccompanied:

- Where children are permitted to leave the school aged childcare service unaccompanied it is an agreement with the service and parent. A risk assessment is undertaken by the service to ensure, in so far as practical, the child's health, safety and welfare.
- The service, at any stage, may re-examine and overrule this decision where it is in the best interest of the child. This will be clearly communicated with parents and the child within an agreed timeframe.
- A designated employee is assigned responsibility for the checking in and out of unaccompanied children.

Collecting from the service:

- Upon enrolment CastleKidz Afterschool requests that parents/guardians outline who they authorise to collect their child/children.
- All persons authorised to collect children must be known to staff. We may request identification from authorised collectors if they have not dropped or collected from the service previously. We will not release a child to anyone who is not authorised without prior consent from the parent.
- If an unauthorised person arrives to collect a child from Castlekidz, we will contact the parent straight away and we will keep the child in our care until the parent gives us consent to release the child and we have seen the identification of the person collecting.
- All authorised collectors must be over 16 years of age. In certain circumstances CastleKidz Afterschool can adjust this requirement for a family. We request that this is discussed directly with management.

- If an older school aged child is to walk home unaccompanied from the service, the parent will be required to sign a statement accepting full responsibility for their child/children's safety.
- Where a parent knows they will be late collecting their child after the agreed time, they are required to consult with the service to make alternative arrangements.
- When a parent is late and does not telephone the service, then a late fee will be charged as detailed in our fees policy.
- Two staff will remain on the premises with the child until the parent/guardian arrives to collect the child
- If a child is not collected by a parent after the agreed time the service will attempt to contact the parents or the emergency contact persons. If a child is not collected at the end of the session/day and the service is unable to contact both the parent and the emergency contacts, the following procedures apply:
 - o A child will stay at the service in the care of two fully-vetted staff members until the premises close, or staff are no longer available to care for the child
 - o Staff will follow procedures outlined in the Child Protection Policy. Contact Health Service Executive, Child Protection and Social Work Services
 - o A full written report of the incident is recorded.
- A parent who has been denied access to a child through a court order will not be permitted on to the services premises. (A copy of a Court Order currently in place must be shown to the Manager). If any person who has been denied access becomes threatening and insists on attempting to remove a child from the service, the manager will call An Garda Síochána.
- The service will not release a child who is deemed to be at risk, if a parent or authorised person arrives at the service and staff are concerned that they are in an unfit state due to drugs or alcohol. Staff will explain to the parent or the authorised person who is unfit and will contact the other parent or a person from the emergency contact/s. If the parent refuses assistance and insists on taking the child with them and the staff believe the child will be at risk, the manager will call An Garda Síochána immediately.

Role of Authorised Staff Member(s):

- The role of the authorised staff Member(s) must be clearly understood and respected by the school and parents. The authorised staff member(s) is the named person that undertakes drop off and collection for CastleKidz Afterschool.
- The managing behaviour policy will be adhered to by the staff member(s) at all times. No practices that are disrespectful, degrading, exploitive, intimidating, emotionally or physically harmful or neglectful are carried out in respect of a child whilst attending the service.
- The staff member(s) carries a charged and working mobile phone with network access, parent and guardian contact details and emergency contact details on each collection and drop off.

- The Authorised Staff Member(s) will clearly be distinguishable by children at collection times. Children are aware of who the authorised staff member(s) is.
- A risk assessment is carried by the staff member(s) for collection of children on a regular basis.
- If there is an incident, it is recorded upon the arrival back to the service by the staff member(s). This will follow the services accident and incident policy.
- The Adult Child ratio for walking is 1:8.
- Appropriate clothing and footwear should be worn at all times. It is the parent's responsibility to ensure these are provided for their children.
- Our insurance company is informed of our method of transporting children from school to our service.

Emergency Procedures:

Whilst independence is encouraged for each child, the safety and welfare of the school age children is paramount during arrival and/or collection times. Where possible we intend to keep the children in our care safe from harm at all times. However, should an incident occur we will:

- Firstly, reassure the injured child whilst making sure that the other children in our care are safe.
- Should the incident be minor then we can with prior permission administer basic first aid.
- Should the incident be more serious we will call 999 and accompany the child to the hospital. Regardless of the severity of the injury, the child's parents will be notified immediately. If necessary, emergency backup cover will be contacted to cover the absent member of staff so that the uninjured children can be dropped off/collected.
- We will record all details in our accident and incident book and make these available for parents to sign and provide a copy for parents.
- If the incident is significant we will inform Tusla, the local child protection agency (if necessary) and our insurance company as soon as possible.
- A risk assessment will be carried out following an incident/accident occurring.

Complaints:

If parents have any issues or concerns regarding collection procedures, they can speak to the manager, or any complaints can be made using our complaints policy.

Person Responsible: _____

This policy was adopted by CastleKidz Afterschool on: _____

Signed by: _____

(On behalf of the Board of Management)

Review Date: _____



Fire Safety Policy

This policy is available and is communicated to all parents and guardians through an emailed handbook. A child friendly format is also available and a printed copy is given to all children. These policies are also displayed in the setting and also on our website. This policy is reviewed every two years or if there is a change to be made.

CastleKidz Afterschool places the highest priority on the health, safety and protection of all children, staff and families using our service. All reasonable measures are undertaken to guard against the outbreak of fire. In the case of fire outbreak, staff are trained to implement the evacuation procedures according to the Fire Safety in Preschools Guidelines 1999. All staff are familiar with location of any firefighting equipment and trained in the use of such equipment.

This policy is underpinned by Child Care Act 1991 (Early Years Services) (Registration of School Age Services) Regulations 2018, the Fire Services Act 1981 (articles 18 and 19) and 2003, the Health, Safety and Welfare at Work Act 2005, the Building Control Act 1990 and the Fire Safety in Pre-Schools Guidelines 1999 or any subsequent legislation devised specifically for School Aged Childcare Services. This policy is compliant with Articles 18 and 19 of the Fire Services Act 1981.

School Aged Childcare Settings are required by law to produce and put into practice a Fire Register and an Emergency Evacuation Plan. Practitioners working with children in the setting are equipped with the knowledge and skills to respond effectively where there is concern in relation to fire hazards within the building. Practitioners will supervise children at all times. All equipment, fixtures and fittings comply with the most recent European safety standard. We have procedures detailing the frequency and timing of fire drills to be carried out in the service and maintain a written record of any fire drill that takes place in the premises as well as a record of firefighting equipment and smoke alarms in the premises. These records are available for inspection to a parent/guardian, an employee or an authorised person and retained for a period of five years after their creation. Procedures to be followed in the event of fire are displayed in a prominent position in the premises. Our evacuation procedure is displayed in the entrance lobby. Our evacuation procedure is clear for everyone who enters our service to see.

- Fire drills will be carried out monthly while changing the time and day to ensure all children experience a fire drill.

- All fire drill practices will be recorded in the Fire Register.
- Staff assigned specific responsibilities will be listed in the fire register along with the training they have received. Copies of training certificates will be retained.
- All fire appliances including fire extinguishers, fire reels and fire blankets and their location will be listed along with their most recent service date.
- Evacuation procedures will be drawn up for each room with due consideration to the age range/mobility of the children. A Record of Means of Escape Route Inspection will be completed daily to ensure all emergency escape routes are free from obstructions and open freely.
- A Record of Fire Door Inspection will be maintained monthly to ensure that all Fire Doors are working correctly and are not blocked. Fire doors must be closed at all times (unless they are doors which automatically close when the alarm is sounded) to prevent the spread of the fire and/or toxic smoke.
- A Fire Detection & Alarm System General Register will be used to record any incidents or activation in relation to the fire detection system. A weekly/monthly sounder test will be carried out on all alarms.
- A Record of Emergency Lighting Equipment Inspection will be used to record dates of service and ensure that all lighting is maintained in line with the required standards.
- Firefighting equipment including fire extinguishers, smoke detectors and fire blankets are supplied and serviced each year. The Fire Safety Warden will ensure that the annual maintenance is carried out by a competent service provider. The service provider we use to service our fire equipment is
_____.
- On completion of the work, a Certificate of Servicing/Testing will be issued by the service provider to the Fire Safety Manager and a copy should be kept with this register for inspection by an authorized person of the local fire authority.
- A record is retained in the fire register of the number, type and maintenance of firefighting equipment and smoke alarms.
- A record of all fire drills is also retained in the fire register.

Fire Drill:

Fire evacuation drills will be carried out to simulate fire conditions. No advance warning will be given, other than to specific staff or an alarm monitoring centre for the purposes of safety and the avoidance of a false call being made to the Fire Service.

- The alarm will be set off manually or staff will raise the alarm. All fire drills are practiced by setting off the fire alarm.
- Fire drills are conducted monthly in CastleKidz Afterschool.
- The staff and children will make their way to the assembly point location.

- Staff will bring the child attendance record
- The fire officer will check each room to ensure no person is left in the building.
- At the assembly point all children and staff will be accounted for using the Attendance Records.
- A record of the fire drill will be maintained including the date, person/section taking part, the evacuation time, any details of deficiencies and actions to be taken.

Training:

- A staff member will be appointed Fire Warden and will receive training from a suitably qualified person every year.
- All staff will receive training in Fire Safety and evacuation procedures and will sign a declaration that they are aware of and trained in the procedures to be followed in case of fire in the service.
- All staff will be familiar with the location of any firefighting equipment and trained in the use of such equipment.
- Staff will support children to understand the procedures to follow when they hear the fire alarm.

Evacuation Procedures (Procedure in the event of an outbreak of fire):

Raising the Alarm

- Anyone discovering an outbreak of fire must, without hesitation, sound the alarm by operating the nearest fire alarm calls point.

Calling the Fire Brigade

- All outbreaks of fire or any suspected fire, however small, must be reported immediately to the Fire Brigade by the quickest means available. This task will be the responsibility of the Named Person.

When calling the Fire Brigade information including will be given:

- Name of the building
- Address of the building
- Eircode
- Directions to the building
- Type of fire situation (if available), for example, fire location, fire size, materials involved, persons missing.

On hearing the fire alarm:

The evacuation procedure will be initiated once the fire alarm has been sounded. Everyone will exit the building as fast as possible but in an orderly manner. Staff in each room are aware of the children in their care.

Assembly Point:

- An area outside the premises is designated as an assembly point. It is clearly marked and easily identified. The fire assembly point used by CastleKidz Afterschool is the car park, at the front of the building.
- Specific arrangements are made for children with additional needs to ensure that they are assisted during evacuation
- No running is permitted to avoid panic
- On staircases, everyone must descend in single file. Overtaking of individuals is not permitted
- Lifts must not be used.
- Anyone who is not in a room when the fire alarm sounds must go immediately to the assembly point
- No one is allowed to re-enter the building until told to do so by the Fire Service in attendance, or, in the case of a fire evacuation drill the person in charge.

Roll Call:

- Attendance registers and visitors' book are held at a central point and are brought to the assembly point when the alarm sounds.
- When everyone has assembled at the assembly point, a roll or count is made immediately to ascertain that no one has remained in the premises
- Any visitors or contractors in the premises at that time must be included.
- The count at the assembly point is checked using the attendance registers and visitors' book to verify that everyone is out of the building

Meeting the Fire Brigade:

- The nominated person who carried out the roll call will identify him/herself to the Fire Brigade on their arrival. In doing so, vital information can be relayed to the Fire Officer, which will dictate the necessary actions to be carried out by the Fire Brigade.
- The following information will be provided to the Fire Brigade:
 - the location of the fire
 - materials involved
 - details of missing persons

- location of nearest fire hydrants
 - location of all access doors to the building
 - location of any special risks
 - keys for access into any locked areas.
- The Fire Brigade will be notified about any missing persons when they arrive at the scene.

Notifying Parents and Guardians:

- The agreed notification procedure will be initiated so that parents and guardians are notified.

A Fire Warden has been appointed. Our fire officer is _____.

An assembly point location has been identified. The location is _____.

Person Responsible: _____

This policy was adopted by CastleKidz Afterschool on: _____

Signed by: _____

(On behalf of the Board of Management)

Review Date:



Infection Control Policy

This policy is available and is communicated to all parents and guardians through an emailed handbook. A child friendly format is also available and a printed copy is given to all children. These policies are also displayed in the setting and also on our website. This policy is reviewed every two years or if there is a change to be made.

It is the priority of CastleKidz Afterschool to protect all school aged children attending our service and all persons working in our service from the transmission of infections. The health and well-being of all children, staff and visitors to our service is paramount and our aim is to prevent and manage any infection which may be present in the service.

Infection can lead to serious ill-health among children. Infection control procedures seek to reduce the risk of children getting sick in a service by ensuring good hygiene is followed and the risk of infection is minimised. This will be communicated with parents, so good hygiene and infection control practices will be carried over from the service to home and vice versa.

Risk Assessments:

- Risk assessments will always be undertaken by staff to assess if activities, actions, or environments pose risks from an infection control standpoint to the children and staff of CastleKidz Afterschool.

Hand washing:

- CastleKidz Afterschool staff promote and model hand washing for children, after using the toilet, before eating/preparing food, after wiping noses, waste disposal and mopping up spills.
- Staff must wash their hands, before preparing or serving food, before eating or drinking, after going to the toilet, assisting children going to the toilet, dealing with bodily fluids, cleaning procedures, caring for sick children, handling soiled clothing, dealing with waste and after removing disposable gloves.

- A wash hand basin is provided in each room with a constant supply of hot (no greater than 43c) and cold running water, liquid anti-bacterial soap and paper towels. A wash hand basin is also available in all bathrooms, kitchens, and activity rooms.
- Children are encouraged to wash their hands with warm water and liquid soap after visiting the toilet, before eating, after sneezing, coughing, or blowing noses, after handling animals, after touching a cut or sore and after outside play and activities. Clear guidance on handwashing is outlined for children and staff alike in our service. • Staff will supervise and assist children to encourage effective handwashing, appropriate to their age.

Food preparation:

- Staff always wear gloves when preparing and serving food and wash hands after removing gloves.
- Staff always wash their hands after prepping food and removing waste food and materials.
- Perishable food is kept in a refrigerator, between temperatures of 0 and 5 Celsius. Any perishable food left at room temperature for more than 2 hours will be discarded safely.
- Staff involved in food preparation have completed food hygiene training.

Cleaning and the premises:

- All staff are aware of their role in maintaining high standards of hygiene.
- CastleKidz Afterschool reinforces good practice regarding keeping the environment and premises clean and safe.
- Spillages of blood, faeces, urine, vomit or other bodily fluids or excretions are cleaned immediately and with priority. Mops are not used for these, and extreme caution is exercised at all times.
- Daily, weekly, and monthly cleaning schedules are in place and records kept.
- CastleKidz Afterschool has a contract with a bin removal company for the removal and disposal of all waste at named service.
- All staff receive regular support & supervision in relation to infection control and training is provided.
- We carry and maintain a good stock of cleaning products and tools to ensure that hygiene practices can be carried out at all times. Adequate supplies for cleaning are provided to be used, like clean cloths, gloves, aprons, mops, buckets, and detergents.
- Toys and play materials are cleaned daily, with attention placed on especially soiled items.
- Toilets, floors, shelves storing bags, tables and chairs and other areas are cleaned daily to help decrease the spread of infection, cleaning agents used are detailed on our cleaning schedules.

- Any soiled clothes are placed in a plastic bag, sealed, and sent home with parents/guardians.
- At least once a day, even in winter, all rooms in the service are aired out.

Immunisation:

- Our immunisation policy is followed at all times with all children and staff.
- Children's immunisation records are obtained when children begin in CastleKidz Afterschool. Parents are asked to update named service when children receive additional immunisations.
- If a child is not immunised, for their own safety they may be excluded from CastleKidz Afterschool if an infectious disease that they are not immunised against is circulating. Parents will always be consulted on this. We always work in the best interests of children's health.
- We provide information leaflets on immunisation schedules, oral hygiene, and prevention of infection to parents.

Animals and pets:

- Handwashing and drying procedures are followed before and after handling any animals.
- All animals and pets are managed in accordance with required and appropriate instructions for their care.
- Children are supervised with animals at all times.

Procedure for Managing an infectious illness:

- Children are encouraged to cover their nose and mouth with a tissue before sneezing or coughing. Hands are washed after blowing noses, sneezing or coughing.
- Staff will report any illness to the manager/designated person in charge.
- Unwell children, with a temperature and/or specific signs and symptoms, will be excluded from the service until a diagnosis can be made. Staff can and will use their discretion when admitting a child back into named service, if they believe the child is still ill and cannot take part in their usual activities.
- Children should remain at home if they are suffering from general diarrhoea or vomiting for at least 48 hours.
- A plan will be drawn up to help prevent the spread of the illness and the HSE guidelines: 'Managing an infectious disease in childcare setting will be followed'.
- Communication will issue to parents if there is an infectious disease circulating in CastleKidz Afterschool.

Notifiable disease:

- A list of notifiable diseases is available from the HSE. In the case of notified diseases or if the illness spreads the manager will notify the Tusla Early Years Inspectorate by filling out the Notification of Incidents Form and the HSE Public Health Department.
- When we have been contacted by the Department of Public Health, HSE, in our area and have been advised that we have a confirmed case as listed we will contact Tusla, Early Years Inspectorate. The Department of Public Health Medicine will advise as to the next steps regarding precautions to be taken in our premises and follow up of contacts and procedures.
- Parents will be informed verbally and in writing if an outbreak has occurred – all reasonable information on the outbreak will be provided to them.

Person Responsible: _____

This policy was adopted by CastleKidz Afterschool on: _____

Signed by: _____

(On behalf of the Board of Management)

Review Date: _____



Medication Policy

This policy is available and is communicated to all parents and guardians through an emailed handbook. A child friendly format is also available and a printed copy is given to all children. These policies are also displayed in the setting and also on our website. This policy is reviewed every two years or if there is a change to be made.

CastleKidz Afterschool is committed to supporting each child's health and well-being. We will work in consultation with parents/guardians to ensure the safe storage and administration of medication if:

- a school aged child is taking prescribed medication, with the prior written permission of their parent(s) or guardian(s)
- a school aged child is taking non-prescribed medication, with the prior written permission of their parent(s) or guardian (s)
- a school aged child becomes unwell while attending the setting and, only with the prior written permission of their parent(s) or guardian(s), is given pain relief or temperature reducing medication.

We are committed to:

- Storing medication safely and appropriately.
- Implementing a procedure to ensure that the right child receives the right medication, dosage, route, and timing by authorised staff.
- Supporting school aged children to administer their own medication where appropriate and with staff supervision.
- Documenting the administration of medication accurately.
- Providing a copy of the administration of medication policy to all parents/guardians and school aged children and recording that parents/guardians and school aged children have reviewed the policy.
- Incorporating staff feedback into future policy development.

Parental consent:

- It is the duty of parents to inform CastleKidz Afterschool of any medical needs that their child has. The medical history of child will be sought when a child begins in the service. This will be updated as needed.
- Medications that need to be administered while the child is attending CastleKidz Afterschool are only administered (or the self-administration supervised), with the consent of parents.
- Parents must complete a specific written consent form to authorise CastleKidz Afterschool to administer medication to their child.
- Written parental permission for temperature reducing/anti-febrile medication administration in the event of a child's high temperature will be obtained on enrolment. This permission will be reviewed annually.
- If a child is permitted to self-administer their own medication, the parent must provide written details of the medication, what it is for and how often/when it is required.

Procedure for school aged children's prescription medication:

- Prescription medication is administered only if required. Only staff that have the required competency (knowledge, skills, and training) will administer prescription medication to children or support children with the administration of their own medication.
- Staff will be trained by a medical professional in the administration of medication e.g. at first aid training
- Medication (prescription or non-prescription) will never be administered in CastleKidz Afterschool without written permission from parent(s) or guardian(s). Parents/guardians must complete the required consent form if prescription medication is to be administered.
- The child must have received the prescription medication for at least 24 hours prior to it being given in Named Service.
- Where a school aged child has a chronic/ongoing condition, which requires regular prescription medication, the written parental consent and a written care and administration plan will be obtained on enrolment and be reviewed regularly (as necessary). CastleKidz Afterschool will seek training from medical professionals as needed for the administration of prescription medication. Parental consent must be updated when there is any change to prescription medication required by a school aged child. The care and administration plan must outline who is to administer the medication, the child, or a staff member.
- All prescription medications received by CastleKidz Afterschool will be stored safely and appropriately (e.g. in the fridge). Prescription medication provided to the service must always be in date. Prescription medication received, administered, and returned to the parent/guardian is always recorded by the service. All prescription medication must be appropriately labelled with the child's name.

- All medication to be held in CastleKidz Afterschool must be given directly to staff in the service by the child's parent/guardian.
- If a school aged child is carrying their own medication e.g. inhaler, this must be outlined on the child's record form. If a school aged child is carrying their own medication, the parent is responsible for ensuring that the medication is stored correctly and is in date.

Managing Administration of Medication:

- If a school aged child is capable of administering their own medication e.g. inhaler, this must be documented in writing by the child's parent/guardian. Clear instructions regarding the administration of the medication must be provided by the parent.
- A risk assessment will be completed if necessary.
- If a school aged child is administering their own medication, they must be supervised by a staff member and the medication administration must be recorded by the staff member. School aged children must notify staff if they are administering the medication e.g. inhaler.
- A school aged child that brings their own medication should inform staff if they have taken the medication earlier in the day. For example, if they have taken medication in school.

Medication Administration Procedure:

- Medication administration or supervision is only conducted by staff who have been authorised by the manager to do so and who are appropriately trained.
- Non-prescription medications will be given as per the manufacturers' instructions unless a health care professional provides written instructions otherwise.
- Staff will always read and understand the leaflet enclosed with the medication before administering the medication.
- Medications are accepted for administration in the service only when they are within their expiration period. The medication must be labelled with the child's name and in their original container.
- Medication is not added to a child's food unless a medical professional has directed that this is how it should be administered. Staff are aware of how the medication reacts with food/fluids/other medications.
- There is a named person responsible for administration of medication in the service. There is a second named person who checks medication and the dosage when it is administered.

Before Administration of Medication:

There will always be two staff members present for staff administering medication to a child. In the case of a school aged child administering their own medication there is always 1 staff member present. Before medication is administered the following is checked:

- Consent has been received from parent/guardian to administer medication
- The child's ID
- Recipient's name
- Prescribed dose
- Expiry date of medication
- Written instructions of prescriber
- Any possible side effects
- Date and time the medication was last given.

Staff can only administer medication that has been prescribed for a particular child. Staff are aware of the contra indications relating to medication being administered. When administering medication

- The appropriate equipment is used to administer the medication e.g. dosing spoon/oral dropper. Measuring devices are thoroughly cleaned after each use.
- The child's dignity and privacy are ensured as appropriate e.g. if the method of administering the medication is not orally.
- If there is any doubt about any of the procedures, the member of staff will check with parents/guardians or a health professional before taking further action.

After administration of medication:

- Staff involved will keep records each time they administer medication or witness medication administration (This record is signed by both staff members administering the medication).
- A record of the outcome of the admin of medication is maintained. For example, were there any adverse effects/did the temperature come down?
- The medication is returned to its appropriate storage.

Incidents involving medication:

- If a school aged child refuses to take or administer their own medication – parents/guardians are informed straight away.
- If there is a mistake when administering medication, a doctor will be called immediately. The parents/guardians will be notified immediately.
- Emergency numbers including the national poison line are readily available.

Emergency medication:

- An individual care plan is in place for each child in the service who has an allergy/asthma/medical condition requiring emergency medication. Parents/guardians are responsible for ensuring that emergency medication is supplied to the service/is always available to the child and replenished when necessary.
- If a school aged child requires emergency medication anaphylaxis/asthma emergency, the emergency services and the child's parents/guardians are notified as soon as possible.
- The emergency medication plan of CastleKidz Afterschool is included here in this policy.

Individual care plans:

- All children with medical conditions enrolled in the school aged service have an individual care plan that outlines any medication needs they have. Individual care plans are prepared by the child's doctor.
- If a child has an individual care plan, the plan is available to all staff caring for the child. The plan is stored confidentially and is only shared with staff on a need-to-know basis.

Medication administration records:

- The authorised person giving or supervising the medication administration will ensure that they document the medication administration times and dosage precisely and have the process witnessed and signed by another authorised member of staff if necessary. Any administration of medication will be documented in a record book and signed by parents.
- The following will be documented by the staff member administering medication:
 - o Child's name
 - o Check that consent was received
 - o Check of child's ID before medication administration
 - o Check that medication within expiry date
 - o Check of administration instructions
 - o The date and time the medication was administered
 - o Route and dose of medication
 - o Signature of person who administered medication and signature of witness
 - o Any side-effects or adverse reactions are recorded
- In the case of a school aged child administering their own medication, a record of time and dose is recorded by a staff member.
- A record will also be kept of the date and time the parent was contacted before the administration of medication in the case of anti-febrile or pain-relieving medicines.

Procedure for the Storage of Medications:

- All medications brought into CastleKidz Afterschool to be held on the premises should have child-proof caps and will be stored:
 - a. At the proper temperature (according to the label)
 - b. Away from food
 - c. Out of the reach of children
 - d. In accordance with the manufacturer's instructions
 - e. With the child's full name and expiry date on the medication container
 - f. In accordance with the child's individual care plan
- Medications requiring refrigeration will be clearly marked and separated from food in an airtight container marked 'Medications'. Access to the fridge will be restricted to authorized staff only.
- Inhalers stored in CastleKidz Afterschool, will be stored in a safe location in a manner that allows them to be accessed quickly in case of emergency, they will be labelled with the child's name.
- Epi-pens will be stored in an accessible, safe location known to staff and labelled with the child's name. A copy of parent/guardian consent and the emergency care plan are stored with the epi-pen.
- All medication brought in to CastleKidz Afterschool will be labelled with the child's name.
- Medicines, creams, and ointments are not stored in the first aid box. Medications that are applied to skin are kept separate from medications that are injected into the body or taken by mouth.
- The manufacturer's instructions are followed at all times for the safe storage of medication.
- All out of date medication is disposed of. Out of date medication is returned to the parent or disposed of safely at a pharmacy.

Anti-febrile (temperature reducing) medication:

- CastleKidz Afterschool has a supply of anti-febrile medication (such as Calpol or Nurofen for Children) in liquid suspension form, in child-proof containers and with the appropriate measuring devices. These medications are stored in accordance with manufacturer's instructions in a safe location that is not accessible to children.
- The date the medication is opened will be clearly labelled on the container.
- Medications with illegible labels or medications which have been opened over 6 months ago will be discarded.

- Medication in tablet form will never be administered to children under 5 years of age.
- Parents/guardians provide written consent on enrolment for anti-febrile medication to be given to their child in the event of a high temperature.
- Parents may be contacted by telephone before these medications are administered, to ensure that the correct time frame is adhered to between doses.
- A health care professional such as a GP can write a standing order for a commonly used non-prescription medication (such as Calpol) that defines when the medication should be used for any child in the service. For example, “With parent’s/guardian’s consent, children who are older than four months of age may receive Calpol when their body temperature exceeds 38°C, (101°F), per the dose schedule and instructions provided by the manufacturer”
- If a child has a suspected temperature, their temperature will be taken using a clean thermometer. The school aged child’s temperature will be recorded and if the body temperature of the child rises beyond a safe limit (38 degrees Celsius or higher), an anti-febrile medication will be administered by staff.
- The child’s record form will be checked before administration of anti-febrile medication to ensure that there is parental consent and there are no recorded allergies to antifebrile medication for the child.
- There is a system in place to identify children who regularly require anti-febrile medication.

Emergency contact details:

- Parents/guardians provide contact details to CastleKidz Afterschool when their child is enrolled.
- Parents/guardians will be requested to notify CastleKidz Afterschool if their emergency contact details change. Emergency contact details for parents/guardians of all children will be kept on file and updated as needed.
- The phone number of the Poison Line, local GP, Pharmacist and Public Health Nurse are readily available to all staff. Emergency contact numbers 999 or 112 are available to staff and there is always a working phone on the premises.
- In the event of an emergency an ambulance will be called. The parents/guardians of a child will be informed immediately.

Person Responsible: _____

This policy was adopted by CastleKidz Afterschool on: _____

Signed by: _____

(On behalf of the Board of Management)

Review Date: _____

