



Parents Handbook

About us

The Nest Crèche & Montessori School was established in 1970 to provide preschool education to children in the North Dublin suburb of Phibsboro.

From its inception The Nest has provided quality Montessori education to all the children in its care and has treated children with dignity and respect in a loving caring and warm environment as we would expect it in our own home.

As the need for full-time day care dawned, so The Nest grew to provide that care. We operate at several locations at present and each facility adheres to the highest standard of teaching, safety, security, cleanliness and loving care.

The Nest was to the forefront in its teaching programmes. Always aware of the individual child's needs & talents, and always striving to develop the talent of each child to its full potential. We believe that Dr. Maria Montessori was years ahead of her time when she set out "the care of the child and the care of their environment" as one of the basic facets of her method.

It was always with her sentiments in mind that we planned and implemented our educational programme.

We are child centred Montessori crèche with the Montessori method as our ethos. We are recognised for our reputation, leadership and commitment to early education.

We are part of local communities. As a family run business we are very aware of the needs of young families. We well understand the demands placed on parents, and we strive to meet those needs.

We have within the group an educational section to deal with curriculums and programmes for all age groups.

Starting in the Baby room we introduce elements of Montessori and we offer an age appropriate plan by drawing a tread through the years to culminate in the ECCE Scheme where the children embrace a love of learning which we hope they carry through their school life.

Our Service

At our crèche we cater for babies from 4 months up to 1 and half years old, tweenies from 1 and half to 2 years old, toddlers 2-3 years old, Montessori's from 3 to 5 years old approximately. We also have an afterschool club (age up to 10 years old). Please ask our manager for program details.

Opening Hours

Opening hours in our crèches very-please consult the Manager at your location. We are opened Monday to Friday 52 weeks of the year (exception of bank holidays). Christmas and Good Friday opening hours are decided in advance according to demand.

If your child is collected late from the crèche you will be charged late collection fee.

The hours you book your child in for are non-transferable and must be paid for, regardless of whether or not the child attends crèche.

Our Staff

All of our staff or are trained or are in process of training- attending courses.

To ensure importance of continuity carers are allocated to each room. That carer becomes 'key person' for your child. It's been policy of 'The Nest' crèche to allocate a 'key person' when the new child first comes to the crèche. We believe in the commitment between family and member of staff which have clear benefits for each child.

We have a qualified first aid staff member on the premises at all times.

Complains /Compliments

The nest Crèche and Montessori welcome input from parents. We believe both parents and The Nest wants the very best for each child. With this in mind we have an anonymous suggestion box at each reception area for parent's views.

Parents can express them complains either through this method or by speaking to the crèche manager or by email.

We appreciate our staff and fully aware of the care they give to your child. If you find staff member doing something you would like to compliment- feel free to do so-we all need positive support.

Food and Nutrition

The crèche Chef prepare fresh meals daily from locally sourced products Using the HSE recommended Meal Menus. We operate a three-week menu for variety and this is available each day at reception for parents to view.

Our menu include breakfast, 2 snacks, lunch and tea. The children have choice of 4 cereals and toast for breakfast. Fresh fruit is delivered to our crèches each week from local market.

Medical Care

We have a crèche doctor on call. If your child requires medical attention while in the crèche, we will inform you of the situation and your child will be taken to the doctor by a member of staff. You will be responsible for payment of the doctor's fee.

Sickness

If your child becomes unwell while in the crèche, you will be contacted and asked to collect your child. We also ask that you ensure that your child is fully recovered before allowing them to re-join the crèche.

Medication

If your child requires anti-biotic or non-prescription medication you will be asked to fill out a medication form; the crèche staff will then administer the medication at the times requested by you.

Contagious Infections

If your child has a contagious infection, they will not be allowed into the crèche until we have been supplied with a doctor's note to certify that your child is no longer contagious.

Exclusion period for sickness list is attached.

Vaccinations

We recommend that all children have the relevant vaccinations, as recommended by your local health nurse.

Accidents/Incidents

If your child has an accident/Incident while in the crèche, an accident/ Incident report form will be completed by staff on duty and you will be asked to sign this form when you come to collect your child. You will be contacted by a staff member should the accident/incident require medical attention, and we will keep you informed.

Behaviour policy

The main purpose of this policy is to ensure a happy, safe and controlled childcare environment where no form of corporal punishment, solitary confinement, immobilisation or frightening, humiliating techniques are used to deal with unwanted or inappropriate behaviour. A pleasant environment for children and staff and for all visitors is essential to the health, development and well-being of the children who use our service.

The goal of good discipline is to help children to become self-disciplined and able to control their own behavior. Good guidance involves teaching children what they **can** do and explaining why they shouldn't do certain things and what appropriate alternatives might be. True discipline is about consistent and fair **guidance**.

Adults must be loving, patient, and firm to help children to learn that it makes sense to act in certain ways. Discipline based on trust, respect, love and consistency helps children to build self-esteem and self-discipline. Adults can help children to avoid inappropriate behavior by helping them to understand rules and guidelines. When children do something inappropriate, adults can help them look at the consequences of their actions and think about what they can do to make things better.

Conflict management and resolving an incident

- Approach the situation calmly, stopping any hurtful actions.
- Remain neutral rather than taking sides.
- Focus on the behaviour, rather than the child.
- Acknowledge the children's feelings with open statements, e.g. 'You seem upset...' and ask them if they agree with the observation and if so, do they want to talk about it? Start the negotiations with them by reflecting back their behaviour and involving them in checking out the details.
- Ask for ideas for solutions and decide on them together, e.g. 'What can we do to solve this problem?' Encourage the children to think of a solution and check to make sure that the solution is acceptable to the children involved and realistically achievable
If the child used positive problem solving behaviour, reinforce this, for example by saying 'You solved the problem...' then state what they did.
- Stay near the child so that you are prepared to give follow up support and clarification.
- Follow through with your decisions but be prepared to change them if they prove inappropriate for the individual needs of the child.
- Explain the reasons behind why something cannot happen or why some behaviour is inappropriate.
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Parental involvement /Settling in

The Nest crèche believes in the importance of cooperating with parents. We see crèche life as working together to ensure that every child enjoys the time with us and that they feel secure and happy. We will fully reach this aim by taking into account the parents awareness and views of their child's interests, development and personality.

Before your child starts in the crèche you are welcome to avail of our settling in period. We offer 2 free 2hrs sessions during the week prior to your child joining The Nest. This helps the child to get to know their carer and to meet new friends. any extra time required for settling in will be charged at an hourly rate and needs to be booked in with the crèche manager.

Items to be provided by parents

Parents are required to supply all nappies, wipes, creams etc. for their children, in the baby room parents must provide bottles of formula previously ready made up. Also parents must provide full set of spare clothes for all ages, the old clothes have to be taken home as child grows.

The crèche does not accept responsibility for any items that are stored or left on the premises. Please ensure you label all clothing, food containers, bottles etc. with permanent markers or labels.

Security

In the interest of security and safety which we view as a paramount importance that parents gives a name & supplies a photo of all people who are to collect your child from the crèche.

Please also ensure that you inform the crèche in advance when someone other than a regular visitor to the crèche will be collecting your child.

It is of extreme importance that you fully close all doors, both internal and external, to ensure the safety of all the children in our care.

Please be advised that staff crèche member must open the door-and we ask all parents to refrain from opening the door to the other people and do not allow your child at any time open crèche door.

In the interest of security parents must notify the crèche when their child (afterschool) is not to be collected from the school on the days he/she is booked in.

Fire Procedure

Fire consultant works with us to ensure that highest standards of safety provided in all our crèches.

Our fire procedure and safety exit plan is clearly displayed in each room, and fire drills are carried out on a monthly basis as per Childcare Regulations.

Child Protection Policy

The Nest Crèche and Montessori schools are committed to the Child Care (Pre-school Services) Regulations 2006, and to develop clear written guidelines and policies as set out in this document on identifying and reporting child abuse.

We will ensure that everyone is supported and listened to and that each person understands their responsibility to treat all as equal.

It is the responsibility of all staff members working in this service to report any suspicions and/or allegations of physical abuse, emotional abuse, sexual abuse or neglect to the Health Service Executive (HSE) (in an emergency we will contact the Garda Síochána).

Parents/carers will be kept informed and appropriate confidentiality will be maintained at all times.

If a member of staff is suspected or accused of abuse, the matter will be reported immediately and other users of the service will be protected. In some instances, this may mean the suspension of staff from duty.

It is our responsibility to report suspicions and/or allegations but it is not the responsibility of this childcare service or its staff to carry out investigations. This is the role of the HSE and the Garda Síochána.

The following Basic Principles of Child Protection Practice in Early Years Settings will apply:

- The welfare of children is of paramount importance.
- There is respect for children in their ordinary physical care – staff members should talk to children rather than each other, and should personalise all their interactions. Information should be shared with children, their opinions should be sought and encouraged and their growing abilities to care for themselves should be acknowledged. The level of contact around intimate care should be sensitively dealt with and a child's need for privacy in the toilet, for example, should be respected in accordance with his or her self-care abilities. All workers should be guided by individual children in expressions of affection.
- Children have a right to be listened to, heard and taken seriously. Adults should also observe their body language. Children's concerns and feelings will be respected. Their questions will always be answered honestly in a way that is appropriate to their age and stage of development.
- Families have a right to be respected and consulted in relation to their child's welfare.

- Where there is a conflict of interest between the needs and rights of children and the needs and rights of their parents/carers, the child's needs and rights will be paramount.
- We will respect confidentiality of information entrusted to us but will not treat as confidential information which needs to be shared to protect children.
- We will always fully consider factors such as the child's gender, age and stage of development, religion, culture and race in our work.
- We will endeavour to raise awareness in relation to children's welfare and protection among parents, carers, workers and the community generally.
- We will employ agreed and positive ways of dealing with children's behaviour. Their troublesome or disruptive behaviour will be kept separate from themselves as individuals and labels or nicknames will be avoided. Safe methods for dealing physically with children will be agreed and consistently applied.

Where reasonable grounds exist for the reporting of suspected or actual child abuse, a report should be made to the HSE in person, by telephone or in writing. Reports may be made to the Child Care Manager or directly to the social worker. Each HSE office has a social worker on duty for a certain number of hours each day. The duty social worker is available to meet with, or talk on the telephone, to persons wishing to report child protection concerns.

In the event of an emergency, or the non-availability of HSE staff, the report should be made to a Garda Síochána. This may be done at any Garda Station.

In making any report an individual need to take the following into consideration:

- That the protection and safety of the child is paramount.
- The principle of natural justice – a person is innocent until proven otherwise.
- The principle of confidentiality – only those that need to know should be told of a suspicion/allegation/disclosure of abuse and that the number that needs to be kept informed should be kept to a minimum.

Anyone who reports a suspicion of abuse, provided the report is made in good faith (not maliciously), is protected under the **Protection of Persons Reporting Child Abuse Act 1998**.

Fees

A non-refundable registration fee of €100 is required to hold your child's place in the crèche. On payment of this registration fee you must give a definite start date for the crèche. We offer a free half day visit to the crèche before you start your placement; please speak to your manager.

Fees are paid for 52 weeks of the year, regardless of absence (e.g. holidays, bank holidays, sickness).

One month's notice is required in writing from the parents when the child is leaving the crèche. The Nest has a right to receive full payment during the notice period, regardless of whether or not the child attends crèche.

Fees are reviewed annually