

# *Do Re Mi Child and Family Centre*

## **Parent Handbook**

**Prepared by: Ms. Loredana Grech**

# CONTENT

Mission Statement  
Philosophy  
Child care centre different Sections  
Admission to child care Facility  
Parents Involvement  
Communication  
Children's' Safety  
Outdoor Play  
Food and Drink Policy Child  
Care Centre Safety Alternate  
Drop Off or Pick Up  
Do Re Mi Protection of Minors Provision  
Child's Personal records  
Child care Centre Requirements  
Fees  
Uncollected Child  
Holidays  
Birthdays  
Balloon Policy  
Drop Off and Pick up Policy  
Transition from Home to Child Care Centre  
Transition from Child Care Centre to school  
Medication  
Accident Report forms  
Emergency preparedness  
Behaviour Management  
Prohibited Discipline  
Biting  
Daily Report forms  
Child Protection Policy  
Whistle Blowing Policy  
Free Child Care Scheme  
Staff Recruitment  
Child Carer's Policies  
Policies for students  
Staff Development  
Staff supervision  
Staff records keeping  
Complaints about the Service  
Equal Opportunities and children with Special needs  
Data Protection

## **MISSION STATEMENT**

**Our primary goal is for children to feel safe, secure, belonging and loved.**

Prior to being independent a child must know that he or she can depend on adults and on a predictable environment. That is the reason why we treat our children with respect and kindness to make them feel welcome and at home.

We aim to teach our children to respect themselves and the people around them to build a better society.

Children develop at different rates and have different interests, thus we emphasise that our Children are given different opportunities and encouraged to explore different materials and participate in a variety of experiences.

Safety of our children is very important to us. In fact our main scope is to be on the alert and attentive at all times to ensure the safety of our children during all routine and activities.

Each child is special for us and we set goals for each child to meet by the time she /he enters kindergarten. We work on emotional Goals, Behavioural Goals, Self Help Goals, Social Goals, Language Goals, Physical Goals (large and small Muscles), cognitive Goals and Personal Informational goals.

**Basically our child care centre is your child's second home.**

## **PHILOSOPHY**

Do Re Mi Child Care Centre is based on the child development model which incorporates the theories of Piaget, Montessori, Erikson, and others.

Learning through play is viewed as the keystone of our curriculum. Children are given the opportunity to explore materials and participate in a variety of experiences. Activities are carefully planned and implemented in an open-classroom setting. Children are free to choose from age-appropriate activities including art, music, language development, pre-math skills, science and nature, and dramatic play.

We involve our Children in decision making as to help them develop their self-esteem, independence and problem-solving skills.

Learning and playing are not limited to the classrooms. Children participate in the outdoor environment each day obviously depending on the weather. There are opportunities for water play, experiments and motor development. We aim to provide age appropriate playground

Above all this our primary goal is for children to feel safe and secure. In fact our set up is based on small group size and appropriate care child ratios as per national standard ratio. This allows meeting the individual needs of each child.

Carers provide protection, security, stimulation, support, limits and affection. Children are respected as individuals within a child-oriented rather than carer-directed program.

## **Child Care Centre different Sections.**

### **Babies' area**

Our bright colored babies' area covers children from 8 months up to 12 months old. Babies have their daily routine which is well planned with the parents of the child. At DO RE MI we do our best to see that children are developing according to these milestones. Babies attending the centre will be provided with an online daily report covering what the child did that day, hours of sleep, nutritional information, nappy changing and other reflections on the child's day at Do Re Mi child care centre

### **Toddlers' area**

Toddlers are very busy here at DO RE MI with tailor made activities according the month's theme. Through these activities and experiences children are supported into a larger group whilst encouraging individual abilities. Enabling all toddlers to develop and grow at their own pace. Good interaction between staff, parents & toddlers helps to ensure the toddlers happiness, and stability both at home and in the Childcare Centre. Records & observations are recorded on each child who enables practitioners to plan appropriate activities to aid children's learning. A daily online diary is maintained for each child throughout the day.

### **Preschool Area**

Preschool children develop their learning through play. There are a wide range of toys and equipment so that children's individual needs are met. Curriculum guidance for the foundation stage sets out six areas of learning:

- Personal, social and emotional development;
- Communication, language and literacy;
- Knowledge & understanding of the world;
- Physical development;
- Creative development;

## **ADMISSION TO CHILD CARE FACILITY**

Prior to a child's attendance at the centre the parents or guardians must complete and sign the registration form. This will provide the centre with the following vital information:

- Name, home address and date of birth of each child.
- Starting date and number of sessions per week required.
- Arrangements for payment of fees and registration fee
- Name, address and telephone numbers of parents or guardians.
- Emergency telephone numbers.
- Pick up authorisations
- Special diets.
- Health history
- Details of any allergies.
- Parental consents on emergency procedures.

During the settling in session prior to the child's first day, a parent or carer will also be asked to complete the Background Information Sheet which provides the preschool with further information. This includes details of who will be collecting the child and the child's likes and dislikes. This extra information enables us to get to know the child quickly and helps with the settling in process.

Before the child's first day, a session is held with the child and his carer with the presence of a parent to discuss the child's behaviour and milestones. This gives the opportunity for the mother to get to know the carer that will be taking care of the child.

## **PARENTS INVOLVMENT**

The Centre is focused on the child, while providing a supportive environment for both parents and carers. Your involvement is both welcomed and encouraged. We keep you informed of classroom and Centre activities through daily online report, and one to one communication

When possible, to further encourage the children's development, parents will be asked to send in objects from home, e.g. photographs, old boxes and cartons, cereal boxes, egg cartons etc to involve them in our activities.

Parents are requested to keep us informed of any changes to personal circumstances which may have an effect upon a child e.g.: change of address, telephone number, doctor, emergency contact.

The staff ensures that all the children feel included, secure and valued. They build positive relationships with their parents in order to work effectively with them and their children.

Parents are also requested to keep us informed of any circumstances which could influence a child's emotional wellbeing. E.g. bereavement, separation or illness in the family.

Parent-carer meetings are held once a year for all ages. This allows both of us the opportunity to share important information concerning your child and the program offered at the Centre especially crafts and activities. In addition, meetings may be held at any time throughout the year, at either the request of the parent or the carer. Above all other Parent meetings will be held at various times throughout the year. These include both social and educational events.

Please remember that drop-off and pick-up times are very busy periods, however we will be happy to discuss briefly the daily routine and outcome. Since these periods are not the best times to discuss in detail about the child's progress or growth especially if he or she is standing with you. We suggest that the best ways to address questions or concerns is by setting up a meeting.

## **Communication**

Communication is essential as we work together to meet the needs of your child. Please call, if you have any questions. We need and welcome your input.

## **SAFETY OF CHILDREN**

It is our policy to provide a healthy and safe environment for staff and children.

At all times our employees will cooperate fully in implementing health and safety initiatives. They will do everything possible to make sure injuries do not occur to themselves or to others.

The Centre keeps records concerning accident and/or injury and parents can view these records in relation to their own child

We always expect our employees to take responsible care of their own health and safety.

The staff is responsible for locking cupboards and the store room, reporting broken locks missing keys.

The premises are kept well maintained and cleaned on a daily basis routine. We have a part time cleaner that is responsible for the cleaning. The Manager will check the premises and sign the log book on a daily basis.

Washing of the premises and toilets are disinfected daily with wiping of all objects used by the children and staff.

Staff uses disposable gloves in assisting children during potty training and the changing of nappies, or dealing with vomit or blood. Nappies are put in nappy disposable bags and in an air tight recipient. Garbage is taken out every evening and nothing is left inside the bins.

Hand washing is strictly noticed at all times and children are encouraged to wash their hands after each activity, especially before eating. Children have appropriate charts in the premises to promote hand washing.

The management and staff at Do Re Mi is provided with a first aid course. A first aid box is always available which is stocked on a regular basis.

When a child becomes ill or has an accident the parents will be immediately informed and the child's carer will remain with the child until the parents' arrival.

Occasionally, children will need to receive medication while at the Centre. If your schedule allows, you may wish to come during the day and give the medication yourself. In order for the Centre to assume that responsibility, the following guidelines must be followed:

Prescription medication must be ordered by a physician for the child to receive the medication. Apart certain medicines are only the responsibility of the parents or a nurse. Do not ask that we administer medication that was prescribed for another child or member of your family. Prescriptions must be in the original container with your child's name on the prescription

No medication, whether prescription or non-prescription, will be administered to a child without written parental authorisation. Only medicines that have been prescribed by a doctor and provided by parents can be given to children in our care by a nurse.

Medication should be handed to your child's carer rather than leaving it on the counter. All medication must be in the original container with the child's name printed clearly on the label.

A medical care plan will be completed by parents, recording the timing and dosage of medicines to be given to their child as requested by them. These instructions will be signed, dated and the time noted each time the medication is administered. Permission to administer medication forms are available at the reception desk. The medication form must include the following:

- Name of medication
- Amount of dose
- Time to be given
- Date(s) to be given
- Parent signature

All medicines will be stored in the fridge in the centre, the room will be kept locked and out of reach of children.

The premises are equipped with fire safety equipment. In case of a fire the staff is to follow the fire drill that is practiced every six months and evacuate the children accordingly. The children are the first priority and immediate action is to be taken to safe guard the children and staff. We have a daily register with all the children attending on that particular day; this is to be taken out with the carer to head count all the children. All rooms will be re checked after all the children are safe. The carers will call the fire department on the 112 which is written near the telephone.

As stated above the Children are cared for in a smoke free environment and only the parents or the authorised persons can collect the children from the Centre.

## **OUTDOOR PLAY**

All children go outside every day when the weather is appropriate. Please send labeled clothing appropriate for the weather. Please make sure that your child is wearing the full uniform according to the season.

### **Girls Summer Uniform**

Yellow Short sleeve blouse  
Blue Pull on shorts

### **Boy Summer Uniform**

Yellow Short Sleeve Shirt  
Blue Pull on Shorts

### **Girls Winter Uniform**

Blue Cardigan Sweater  
Yellow Long Sleeve Blouse  
Blue Fleece Pants

### **Boys Winter Uniform**

Blue Cardigan Sweater  
Yellow Long Sleeve Shirt  
Blue Fleece Pants

### **Babies Uniform**

Yellow or Blue Playsuits

We ask that children wear rubber-soled shoes for outdoor play. Sandals, "jellies," "cros," and flip-flops hinder a child's ability to participate and often create safety hazards. You may provide a pair of water shoes for water play.

We feel that outdoor play is important for each child, each day. Please do not ask that your child stay inside, as we are not staffed for one-to-one care.

## **FOOD AND DRINK POLICY**

At Do Re Mi Eating represents a social time for children and adults and helps children to learn about healthy eating.

Before a child starts to attend our early learning centre, we find out from parents their children's dietary needs, including any allergies.

We record information about each child's dietary needs in her/ his registration record and parents sign the record to magnify that it is correct

We regularly consult with parents to ensure that our records of their children's dietary needs including any allergies - are up-to-date.

Children have specific time to eat breakfast, snack and lunch. In between if a child is hungry he or she will be provided with food.

We display current information about individual children's dietary needs so that all staff and students are fully informed about them.

We implement systems to ensure that children receive only food and drink which is consistent with their dietary needs and their parents' wishes.

We welcome foods from the diet of each of the children's cultural backgrounds, providing children with familiar foods and introducing them to new ones.

Through discussion with parents and research reading by staff, we obtain information about the dietary rules of the religious groups, to which children and their parents belong, and of vegetarians and vegans, and about food allergies. We take account of this information in the provision of food and drinks.

We require staff to show sensitivity in providing for children's diets and allergies .Staff do not use a child's diet or allergy as a label for the child or make a child feel singled out because of her/his diet or allergy.

We organise meal and snack times so that they are social occasions in which children and staff participate.

We use lunch break to help children to develop independence through making choices, serving food and drink and feeding themselves.

We provide children with utensils which are appropriate for their ages and stages of development. Carers will encourage independence and help the children with feeding in the way that meets the best needs of the children.

We have fresh drinking water constantly available for the children. We inform the children about how to obtain the water and that they can ask for water at any time during the day and during activities.

We inform parents who provide food for their children about the storage facilities available in the centre.

Parents are encouraged to provide healthy food for their children.

We give parents who provide food for their children information about suitable containers for food.

We have rules about children sharing and swapping their food with one another in order to protect children with food allergies.

# **CHILD CARE CENTRE SAFETY**

## **Policy**

Do Re MI is committed to providing a safe environment for the children who are enrolled as well as the staff members. This policy establishes security guidelines for all Child Care Centre site.

## **ACCESS TO THE CENTRE**

### **Parents and Guardians**

Parents and guardians are to knock or ring the doorbell to gain entrance. Additionally, when entering or exiting the centre, parents should not hold the door open for others to enter the centre

The parent or guardian will sign the child in and out each day. After signing in, the parent will accompany the child to the reception area and make verbal contact with a carer to communicate that the child has arrived. Children must not enter the building or classroom alone. When picking up a child, the parent must make verbal contact with a carer to communicate that the child is leaving.

## **Alternate Drop Off or Pick Up**

Parents and guardians may authorise other people to drop off or pick up a child. A child will be released only to persons listed on the authorisation form. Parents will inform the Site manager and classroom carer of the days the alternate person will drop off or pick up the child.

The alternate person will show identification at the front desk. The alternate person will identify him/herself to the carers/ Centre Manager.

## **Do Re Mi Protection of Minors Provision.**

"In accordance with the Protection of Minors Act (Registration) Act we have requested the Voluntary Jurisdiction Section of the Civil Court (First Hall), for information which may be registered in the Register in respect of any person who is employed or holds any position with our institution and this in order to ensure all parents that all carers and staff employed by us are persons who are not prohibited by law to work with children. However, should parents suspect any illicit behaviour from any of our staff they should notify us immediately."

## **CHILD'S PERSONAL RECORDS**

Children's personal records include registration and admission forms, signed consent forms, and correspondence concerning the child or family, an ongoing record of relevant contact with parents, and observations by staff on any confidential matter involving the child, such as developmental concerns or child protection matters.

These confidential records are stored in a lockable cabinet and are kept secure by the Manager in a suitably safe place.

Parents have access to the files and records of their own children but do not have access to information about any other child.

Staff will not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs. Staff induction includes an awareness of the importance of confidentiality in the role of the key person.

# **CHILD CARE CENTRE REQUIREMENTS**

## **Clothing**

All children need at least one complete, labelled change of clothing in their bag. As the seasons change please check and change the outfits left in their bag. Young children may need several changes of clothing each day, especially those involved in toilet training.

## **Diapers**

You may send everyday an amount of supply of disposable diapers for your child. Carers will note on the daily online report form when your supply is low.

## **Toilet Learning**

We ask that you advise us when you are ready to begin toilet training with your child. It is best if we can duplicate the routines and methods that you are using in order to have consistency for the child.

## **Personal Belongings**

The Centre provides sheets and blankets for both cots and cribs. If your child has a favourite soft toy or any other security item, they are welcome to bring them to the centre. Please label all items brought to school.

We ask that children not bring the following items to the Centre:

- Toys or toy weapons of any type
- Money
- Cosmetics
- Jewellery

## **Recycling Materials**

Do Re Mi Child Care Centre emphasises that craft should be done by using recycled material. We encourage parents to put aside the following resources: toilet paper rolls, yoghurt cups, egg cartons, empty cereal boxes, plastic bottles, etc... because we will be asking for them a day before we perform crafts.

## **Minimum hours**

Each month we hand over our time sheet. Whereby the parents are required to fill and return by not later than the 25<sup>th</sup> of the month. The Minimum hours required will be mentioned in the time sheet. The Minimum hours stated on the time sheet are worked out on a 25hrs weekly basis. The 25hrs can be spread over 5 days or over 3 days depending on the availability and on the parent's needs. In case that the 25hrs are spread over 3 days the parent's must notify us which 3 days of the week they prefer and keep the same 3 days throughout.

## **Fees for children not registered under the free child care scheme**

Fees are payable and due at the beginning of the following month. Parents will be notified when payments are past due. If an account is one month past due, parents may be charge an interest rate of 8% as stated in the law apart the parent will be notified to remove his/her child.

**"Legal interest for late payment" means simple interest for late payment at a rate which is equal to the sum of the reference rate and at least eight percent (8%)"**

There is a non refundable Eur 25.00 registration fee upon enrolment.

In case of a returned cheque another EUR 25.00 fee will be charged.

Parents will be charged for any booked hours if they fail to contact the centre a day before to cancel such hours.

Parents needs to advice one month before the termination of their child, from attending the centre.

Parents which are not eligible under the Free Government Scheme are requested to deposit Eur 100 as a security against any outstanding debts and damages incurred to the centre.

The Eur 100 is refundable upon termination as long as there are no outstanding debts and no damages are incurred to the centre.

Any other Fees are not refundable.

## **Termination and Fees for children registered under the free child care scheme**

A parent interested to register a child under the free child care scheme must abide to the free child care scheme regulations.

If a parent would like to alter their child's booked hours for the following month, he/she must provide us the updated day and times in writing. These updates must reach us before the 25<sup>th</sup> day of each month, for us to update the booked hours for the following month.

If a parent exceeds the booked hours that she/he handed us in writing, Do Re Mi child care centre has the right to bill the parents with the discrepancy in the amount of hours used to the amount of hours booked. First to prevail is that the free child care scheme will use the absence entitled hours, in these cases we are not responsible if the absence entitled hours are used.

Those that are eligible under the free child care Scheme should abide to all its rules including the days paid by the government. Extra hours and days are to be paid extra to the centre.

Fees are payable and due at the beginning of the following month. Parents will be notified when payments are past due. If an account is one month past due, parents may be charge an interest rate of 8% as stated in the law apart the parent will be notified to remove his/her child.

**"Legal interest for late payment" means simple interest for late payment at a rate which is equal to the sum of the reference rate and at least eight percent (8%)"**

There is a non refundable Eur 25.00 registration fee upon enrolment.

There is a Eur 25.00 returned cheque fee in case of bounced cheques.

Parents needs to advice one month before the termination of their child, from attending the Centre. We will require a written instruction which should reach us before the 25<sup>th</sup> of the Month.

The child will be terminated at the end of each month

If a parent forgets to give us a written instruction to terminate her/his child from the free child care scheme by the 25<sup>th</sup> of the Month, please note that the next termination date will be the 25<sup>th</sup> of the following month.

Fees are not refundable

## **BOOKED MINIMUM HOURS**

The centre booked minimum hours is 25hr weekly. However we give out our monthly time sheet whereby

## UNCOLLECTED CHILD

The carer obviously has an obligation to stay with any uncollected child at the end of the day, until that child is collected. The carer must not release the child to an unauthorised person, even if the collection is late, unless an authorised person telephones to state that because of an emergency a different person will be collecting.

The authorised person should give the name and address and an ID card number of the unauthorised person and the supervisor or legal responsible person should check this description before permitting the child to leave.

A record will be kept in the register of all children who are not collected by the due time. This will note the date, the time at which the child was collected, who collected the child, and the reason given.

In the event that a child is not collected by the due time on three occasions in one year the parent will be written to by the centre, pointing out the difficulties late collection causes the child care centre, and either:

Informing the parent that the child will not be able to attend the child care centre any further if this happens again, or

Informing the parent that a charge of €10 will be charged for every hour that the child is left on the premises after the final collection time.

In the event of a parent or designated person failing to collect a child, every effort must be taken by the carer / supervisor/ legal responsible person to contact that parent as soon as possible. If all attempts to contact a parent/guardian, designated person or emergency contact fail, the carer/supervisor/ legal responsible person should inform the police to become in charge of the situation in helping to trace the parent/guardian of the child.

## **Holidays**

The Centre is open Monday through Saturdays with the exception of the following holidays:

New Year's Day  
2<sup>nd</sup> January  
Christmas Day  
26<sup>th</sup> December  
Good Friday  
Easter Sunday

Also, we normally close a week during August. However, these might vary from time to time. A month notice will be given in case of any changes.

The Centre will open on holidays and Sundays if there is sufficient need.

## **Birthdays**

If you wish to celebrate your child's birthday at the Centre, please discuss your plans with the classroom carer. She can advise you of any food allergies or scheduling conflicts. Please remember that we are a nut and chocolate free centre.

Your child's birthday may be celebrated in the classroom during lunch time.

You may provide party hats, napkins, plates, and cups if you wish... Please discuss specific plans with your child's carer.

Please consider the age of the child when selecting food for the celebration. No heavy sugar for children under age two. Frozen yogurt may be an alternative to ice cream. Plain cupcakes or muffins are great for 1 and 2 year olds.

Please check to see if some children in the class are allergic to particular foods.

If you wish to use our catering services, kindly inform and discuss this with the site manager.

However If you wish to celebrate your child's birthday away from the Centre, we cannot distribute invitations in the classrooms unless the entire class is invited.

## **Balloon Policy**

The centre does not allow rubber and latex balloons due to the potential threat of aspiration.

## **DROP-OFF AND PICK- UP POLICY**

In order to assure the safety of your child, we ask that you sign your child in and out each day. The child care centre manager will record your child on our online system during drop off and pick up. Please make sure to make verbal contact with the manager in order for us to know that your child has arrived. We cannot be held responsible for a child that we do not know that has been led into our centre. Please do not allow older children to enter the building or classroom alone.

### **Transition from Home to Child Care Centre**

Difficulty with separation is not unusual for children, especially during their first weeks of attendance. Please help prepare your child for your departure. Do not try to "sneak away" or "slip out" as this action creates anxiety for your child. Tell your child that it is time for you to go to work, then leave. Prolonging your good-byes sends a mixed message to your child and can increase anxiety. A carer will be happy to assist you if necessary and help your child settle into an activity.

If a child is upset when you leave, please know that children usually calm down and are participating before a parent reaches the parking lot. Please feel free to call at any time to check on your child.

Some parents find it beneficial to gradually phase their child into the Centre. This process may include several visits prior to the first day of attendance and perhaps staying only through lunch or nap time on the first day. Phasing-in assists not only the child's adjustment to a new schedule and new program but also the parent's. Please check your child's cubby or mail box each day for messages, art work, or other take-home items.

Parents will be supplied with a daily online report of the child to facilitate the transition from our childcare centre to their homes.

## **Transition from Child Care Centre to School**

Our Centre adapts the procedure of shifting the child from one section to another so as to help the children adapt themselves as they grow and mature. Eventually as they start school, they will transition from one classroom to another thus we start to make them familiar to this procedure. We strive to make these transitions as stress-free as possible for both you and your child. You will be notified in advance if your child will be transitioning to another section. All sections work together to devise a visitation schedule for your child so that they will not be a stranger when they officially move.

A child development report is filled both from the carer and the manager so that the new carer will be informed on the milestones and tailored activities that were done with the child.

The report will include:

- Early learning goals
- Communication, language and literacy
- Knowledge and understanding the world
- Creative development

Before they leave our child care centre the children will have a small party where they sing a goodbye song with the carer and we surround the children with love and hugs.

## **Medication**

### **Illness**

Our Policy states that, a child must be fever free for 24 hours without the use of a fever-suppressant before returning to the centre. Please do NOT administer a fever-suppressant and bring your child to the centre. This is unfair not only to your child but also to the other children and carers.

If your child becomes ill while at the centre, you will be called to pick-up your child as soon as possible. The carer will remain with the child until the authorised person arrive at the centre.

Staff will also be asked not to attend work under the same circumstances.

## **ACCIDENT REPORT FORMS**

If your child is involved in an accident that requires any type of attention or first aid, and the office does not feel that you need to be called, you will be notified with an accident report. You will be advised of what happened, where it happened, and what action was taken. A copy will be left in your child's bag. The Centre keeps records concerning accident and injuries and parents can view these records in relation to their own child.

Should an accident require emergency medical treatment, the child will be taken to Mater Dei Hospital Emergency Room. The parents will be contacted immediately to meet the staff member and the child at the Emergency Room. If neither parent can be reached, we will call the emergency contact person designated on the child's information sheet. When you sign your child's information sheet you are authorising us to implement the plan described above.

## **EMERGENCY PREPAREDNESS**

Staff is prepared to deal with a variety of emergency situations. During all circumstances, carers will remain calm and stay with the children.

If a child or a member of staff has an accident they will receive first aid by a member of staff.

Gloves will be worn when dealing with blood or any other bodily fluids

The wound will be cleaned with sterile cloths or a cold compress applied. No ointments or plasters can be used.

In case of foreign objects in the wound the dressing will be applied and the person involved in the accident will be taken to the hospital.

If a child arrives with injuries the staff should:

If possible ask the parent/carer how the injuries occurred.

Explanations, however puzzling, should be accepted and accusations should not be made. Make a written record, including diagrams, of observations and explanations given.

Have a witness wherever possible. This recording of information is to ensure that reasonably full and clear information is obtained.

# **BEHAVIOUR MANAGEMENT**

## **Discipline/Guidance**

As children mature and try to gain self-control, they may lose control. At such times, children may be redirected to another activity. Sometimes talking about what has happened eases the tension. A child may occasionally need to sit quietly in order to calm down and regain self-control.

Children are never spanked, humiliated, or embarrassed. If the behaviour is persistent, carers will examine the environment and the events which surround the behaviour. Through observation and discussion, carers will decide the most appropriate way of dealing with the situation. Parents will also be asked to share their ways of dealing with difficult situations.

In fact Do Re Mi staff is trained to be very positive at all times towards the children, towards each other and towards the childcare centre. Any issues or problems arising with children, other members or staff or parents should be discussed in private with the manager. The passing of negative comments about parents, other staff or children is not acceptable in any other forum. We notice that sometimes children will pick up speech habits from their parents, and may use speech which is inappropriate. If this happens the parent must be contacted immediately and the difficulty pointed out. The parent must be requested to work with the child to show the child that the comments the child has made are not acceptable within the school.

The staff members ensure that children are not bullied or threatened while in their care. Children are not given physical punishment nor are they exposed to intellectual, emotional or verbal abuse.

The staff members work in a respectful and courteous partnership with parents and children to promote positive behavior.

When a child does something inappropriate:

The carers will address and respond to a child's difficult behavior in a firm, caring and sensitive manner that promotes positive interactions between the carer and child and between the child and the other children.

The carer explains to the child why, what he/she was doing was wrong. Always shows positive guidance.

The child will be re-directed to other positive behaviours.

The carer helps the child to foster the ability to become self-disciplined.

Children will receive positive reinforcement when they show positive behavior.

In case the child is uncontrollable the centre may take the decision to terminate the child immediately.

## **Prohibited Discipline**

No corporal punishment such as hitting, spanking or beating.

No negative reinforcement.

No threats of corporal punishments.

No abusive language.

No force feeding.

No form of public humiliation.

No emotional, verbal, physical or any form of abuse will be tolerated in the centre.

## **Biting**

When a child is bitten, it is a traumatic situation for both children and both sets of parents. Yet, biting is not unusual behaviour for pre-verbal children. They may become frustrated then they cannot say "Move", "I was playing with that", or "You are too close". Because they cannot speak, some children will bite.

When a child is bitten, the area is cleaned and ice may be applied. They are held and consoled until they are ready to re-join the group. The biter is told that biting is not allowed and that it hurts. Perhaps the best way to stop biting is to encourage language development and using words.

Both parents will be informed of the accident and it will be logged in our incident report for our records.

## **DAILY REPORT FORMS**

The carers will notify the site Manager and he/she will keep daily online records concerning your child's activities and behaviours during the day. Special needs will also be noted on the forms.

We ask that you share information concerning any event or happening that may affect your child's behaviour during the day. Where they up late? Is a parent ill or at home? Is your child teething?

## **Child Protection Policy**

The parents are informed during the registration of their child to sign a child protection policy form. The manager explains to the parents that if any staff member has any suspicion regarding any form of child abuse; after first consulting with the manager is reported to the child protection unit at Appogg on 179, or the Ministry for Education and Employment on 25980000

Also if the parent suspects that the injuries have been caused by assault or by failure to protect the child, the manager will report to Agenzija Appogg on 179, or Ministry for Education and Employment on 25980000

We ensure that any documentation relating to suspected abuse or neglect is stored in a secured locked area and released only to authorized persons under legal request.

This policy is aimed to safeguard children from any type of abuse at the centre.

Neglecting serious cases of abuse is automatically neglecting one's professional duties

## **Whistle Blowing Policy**

If any member of the staff notice any form of abuse which might be committed within the centre by any other staff member or student the staff member has the rightful duty to report the incident to the Manager. Thus it is imperative that carers take the appropriate action when there is a strong probability of abuse. The staff may be assured that management will not take any action against any staff member reporting such instances of inappropriate behavior.

Reports may be forwarded to the Ministry for Education and Employment (MEDE), Great Siege Road Floriana. Tel no 25980000

## **STAFF RECRUITMENT**

When a suitable applicant with relevant childcare experience and/or qualifications contacts us we arrange for the applicant to come to our office for an interview.

At interview we go through the applicant's past work experience.

We discuss with the applicant what employment he/she is looking for and find out any aim/objectives.

The applicant must supply us with original certificates relating to any qualifications they state they have.

Applicants must possess a childcare diploma equivalent to MQF level 4, first aid course, food handling and a police conduct.

We take contact details for at least two different referees covering at least the past two years - one of which must be a current or previous employer.

We confirm with colleges/past employers that all qualifications/employment history given by the applicant is correct.

As recruitment policy carers must first receive 300 hours training to familiarize oneself with the premises and children to start working at DO RE MI.

It is the aim of DO RE MI to provide the highest standard and ensure that we have the best staff possible for this. We believe that they are the most important resource in our early learning centres. The centre's coordinators have a child care diploma equivalent to MQF level 5. First aid course, food handling course and firefighting course. Before staff is employed with DO RE MI they have to sign the carer's policy sheet and adhere to work by those policies.

## **CHILD CARER'S POLICIES**

Carers report for work on time.

Carers are all qualified with a childcare diploma, first aid course, food handling course and a clean police conduct. At times we even request the firefighting course.

At the end of their duty carers do not leave children unless they are replaced by another carer and a proper handover is given.

Carers must wear DO RE MI uniform during working hours.

Carers do not leave children unattended unless another carer is informed about their absence and provided the other carer can supervise extra children

Carers do not allow any person to pick children from the centre unless such person is authorized. Children will only be allowed to leave the childcare with the other persons with the prior permission of the parents.

If a carer feels sick and decides to retire on sick leave, she is to ensure that before doing so a replacement is found.

To preserve the wellbeing of children, carers who feel sick shall not report for work. Messaging and mobile calls are not allowed during working hours. Distractions shall be avoided.

No person shall be allowed in the childcare centre unless he or she is a parent of any of the children attending DO RE MI.

No smoking is allowed within the premises.

Political, religious and any controversial discussions are avoided.

Foul and abusive language, shouting, blasphemy and any type of language or conduct which is not suitable to be heard and seen by children are strictly prohibited.

No corporal punishment of any kind whatsoever is tolerated.

Children should be referred to by their proper names and any form of labeling is avoided.

It is of outmost importance that carers must adhere to the rules of professional secrecy and confidentiality.

Parents whose children attend DO RE MI sign a consent form which allows carers to report any signs of child abuse. In such a case the Legal Responsible person shall be informed immediately on her mobile (99120910) or by email on [ms.loredanagrech@gmail.com](mailto:ms.loredanagrech@gmail.com).

In case of any accident, where immediate medical attention is necessary, the carer must first try to contact ambulance on 112 and then inform the parents about the accident.

As recruitment policy carers must first receive 300 hours training to familiarize oneself with the premises and children to start working at DO RE MI.

Staff needs to wear comfortable clean clothes, protective shoes, no jewellery and hair tied back.

During summer holidays carers will be on a stop leave unless the centre informs about any shut down.

Needless to say, that the management of DO RE MI Childcare centre strives to select the most professional carers. The childcare is never left unsupervised and therefore the manger or a supervisor will be present at all times. When the manager is away the supervisor will be present at all times and supervise the behavior of other carers and report any irregularities to the manager.

## **POLICIES FOR STUDENTS**

- Students must report on time for their placement.
- Attendance should be signed daily.
- Students must wear what is requested for their placement.
- Answering childcare centre calls or opening the main door is prohibited.
- Mobile phones should be kept at the reception area and only used with permission. Must call sick one day before their placement.
- Political, religious and any controversial discussions should be avoided.
- Foul and abusive language or shouting is strictly prohibited.
- No corporal punishment of any kind towards children shall be tolerated.
- Students must come smart; hair tied up, no jewellery and have short nails in the premises.
- Children should be refereed by their proper names and any form of labeling shall be avoided.
- Students must gain permission to do any activity with the children attending Do Re Mi child care centre
- Discrimination of any kind with children should be strictly avoided.
- When the manager is not on site student must report everything to the supervisor.
- No smoking is allowed within the premises of the childcare centre.
- Students must never give food to children unless the food belongs to the child.
- Students must respect the confidentiality of the childcare centre and adhere to the rules of professional secrecy.
- Students must report to the legal responsible person of any emergencies or any difficulties in their placement on 27120910 or by email on [info@doremichildcarecentre.com](mailto:info@doremichildcarecentre.com)

## **STAFF DEVELOPMENT**

Staff is encouraged to engage in on-going training; to attend refresher courses in First Aid to maintain their certification and to attend seminars related to childcare at least once a year.

The purpose of staff learning and development is to enable staff, individually and collectively, to enhance their knowledge, expertise and skills in order to enable them to fulfil their job role effectively and support progression. We encourage staff to self-reflect and identify their own development requirements and aspirations as well as being supported in this process by their manager.

Every month we hold a staff meeting where carers have the opportunity to share new creative ideas, discuss difficult situations that they have encountered and we work on team building.

## **STAFF SUPERVISION**

Adequate supervision entails that staff are aware of individual children's developmental stages and how this affects the way they interact with materials and equipment. The manager conducts daily supervision with staff members to ensure that these needs are met.

We provide professional development in supervision and behavior guidance for all staff members. This is done every Friday where carers have one hour of supervision in turns.

During supervision the carers have the opportunity to discuss staff development, any anxieties and suggestions regarding their work in the centre.

The room should be quiet and as free of distractions as far as possible.

## **STAFF RECORDS KEEPING**

The centre is committed to ensuring that a consistent system of record keeping is in place and sustained as the centre develops, to the benefit of both the centre and all members of staff.

### **Procedures:**

Relevant details of all members of staff are held in confidence and therefore with access limited to only the Legal Responsible Person (the director) and the individual themselves.

Details of all unsuccessful applicants for posts are held for a period of three months after the post is filled.

Once in post, staff details, appointed position and salary are kept by the Manager in the office.

Details of salary amendments are held by the Manager in the office.

Records of individual members of staff are held for ten years after their departure.

Roasters, sick leave and leave papers are all treated with confidentiality and kept in the office.

Due care is taken to proceed in accordance with the Data Protection.

## COMPLAINTS ABOUT THE SERVICE

DO RE MI believes that children and parents are entitled to expect courtesy and prompt attention to their needs and wishes. We welcome suggestions on how to improve DO RE MI childcare centre. We anticipate that most concerns will be resolved quickly by an informal approach. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

The parents pass his/her complaint to the Supervisor

The complaint is discussed in privacy in the office.

- If this does not have a satisfactory outcome or if the problem recur the complaint is manifested in writing to the Supervisor and addressed to the Legal Responsible Person.
- If the complaint is not resolved the complaint will enter into a centre complaint form and meeting is held with the parent, Supervisor and the Legal Responsible Person.
- The Legal Responsible person will take the final decision and the complaint is signed by all parties.

Complaints that are not resolved by the centre are to be forwarded to The Directorate for Quality and Standards in Education (DQSE) through the following channels:

Email on [customercare.dqse@gov.mt](mailto:customercare.dqse@gov.mt)

Telephone numbers (356) 25981414

Or by filling in the MEDE Complaint Form available.

## **EQUAL OPPORTUNITIES AND CHILDREN WITH SPECIAL NEEDS**

Recruitment and employment of staff will comply with all relevant equality legislation see recruitment guidelines.

The service is open to all families in the community.

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

In fact at DO RE MI we provide equal opportunities for all children regardless of their race, culture, religion, language or ability. Children of both sexes are positively encouraged to participate in all activities.

We will challenge any statements or behaviour by anyone in the service which are racist or sexist or which reinforce stereotypes or which are in any other way derogatory to an individual or group.

We positively welcome children and their families of all races, languages, beliefs and backgrounds and strive to provide all children with positive self-images and values and to help them feel included.

The Centre promotes positive recognition, understanding, knowledge and celebration of differences.

Toys and equipment are chosen with the differing needs of the children in mind.

In fact we check our materials to ensure that they challenge stereotyping and positively and accurately reflect cultural and racial diversity.

Displays will show and reflect a positive image towards the world in which we live.

Books are chosen to meet all the children's ages and abilities and to reflect the many differing lifestyles in society.

Home corners will be changed regularly to show different cultures, races and the world around us.

We will ensure that the opportunities and activities in the learning environment are available to all children and their families.

It is our policy to positively value and respect people regardless of their gender, ethnic origins/racial groups, religions, cultures and linguistic backgrounds. Members of staff are employed because of their knowledge, qualifications and expertise and because they are considered to be the best person for the job.

We will, where possible, help children with disabilities to integrate into the DO RE MI and will support their learning. At DO RE MI children with special needs will be given extra

help in areas of their development such as communication, physical skills, learning or behavior. Early identification is essential in order to support children and help them achieve within our early learning centre.

We aim to adapt our routine, activities and environment to allow all children to participate and reach their full potential. Through detailed planning and organization of resources, we aim to make all activities available to all children throughout the centre at a level appropriate to their developmental need. The centre is well structured to cater for persons with a physical disabilities and wheelchair users.

Special dietary needs of children and adults are catered for.

## **DATA PROTECTION**

The Centre maintains confidentiality with all users of the service in line with the Data Protection Act. Any information and records concerning children or their families will only be shown to the appropriate authorities in this instance the Ministry for Education and Employment, or in the case of suspected child abuse to the Child Protection Services. The use of photographs of the children will not be permitted without the expressed consent of the parents in the registration form.

The only information carers should share with parents, is information concerning his or her child. Conversations about other children, other parents, co-workers, and supervisors are unprofessional, a violation of Do Re Mi policy, and illegal.

We confirm that we read the entire parents handbook and understood everything.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature