



Flutterby Child Care Centre

Policies and Procedures

Scholastic Year
2011-12



Suggestions and Complaints Policy

At Flutterby Child Care Centre we strive to maintain an open door policy – however we recommend that if a parent/s requires an appointment with the Early Years Director, they send an email in advance requesting this. We will try our best to meet you within a week of your request. Parents are encouraged to forward any suggestions and complaints they might have to our Early Years Director who will be responsible to pass them on to our School Principal, Ms Marie Midolo. A follow up meeting regarding these important issues will be organised. Kindly forward any feedback by email on:

- karen.galea@stcatherines.eu
- karen.abela@stcatherines.eu
- info@stcatherines.eu
- or by phone on 21378703.

When sending an email, please make sure to send a cc (carbon copy) to the other two email addresses. This will guarantee a fast answer to your queries and clarify questions you might have.

We trust this manual clarifies who we are and what vision and values we embrace at Flutterby Child Care Centre. We hope you will collaborate with us in making the educational journey of your child a fun, safe and holistic process.

Summer School Programme

Details on the Summer School Programme will be provided towards the end of the scholastic year.

Fundraisers

From time to time Flutterby may organise fundraising activities to raise money for needed toys, supplies, and educational resources. The Centre hopes for your support during our fundraisers. Fundraisers are a positive way to show community and family support for early childhood education.

Volunteers

Flutterby encourages volunteers! Volunteers are important and can often serve as a mentor in your child's life. If you are interested to help out kindly send an email to the Early Years Director showing your interest. We will ask for a Police Conduct Certificate from all volunteers.

On occasion, there may be trainee students who are in need of training for successful completion of required courses. These students will be helping out the carers in activities, such as reading stories, art activities, and helping with the overall development of your child. Parents will be asked to give their consent (a form will be sent) with effect to this matter. The child carer responsible of the group will always be present during students' placements.

Confidentiality Policy

Developmental records of every child will be kept in the custody of our Early Years Director. All the information is kept under strict confidentiality.

Dear Families,

Welcome to Flutterby Child Care Centre. We are happy that you have chosen us to care for your children. We hope that this handbook will help introduce you to Flutterby and answer many of your questions.

We would like to welcome you to the new family of little ones at St Catherine's High School. We look forward to co-operating with you on an adventurous and sound educational journey for your son/daughter.

Ms Marie Midolo
Principal
St. Catherine's High School

Ms Karen Galea
Early Years Director

Ms Karen Abela
Assistant Early Years Director

Our Goals

At Flutterby Childcare Centre we provide:

- A quality programme for infants, toddlers and preschoolers that nurtures the individual needs and abilities of each and every child.
- A curriculum which encourages social, emotional, physical and intellectual growth.
- A home whereby children are taught how to relate to others, to value friendship, and to respect all people and living things.
- A safe, comfortable environment for these early learning and growth processes.
- Help for each child to learn to develop self-discipline and independence and to deal with his/her emotions in an appropriate manner.
- A well-balanced schedule of activity and quiet times.
- A programme which promotes nutritious snacks and lunches that contribute to the growth and development of a happy, healthy individual.

Our staff of warm, caring, professional childcare providers maintains a positive and stimulating atmosphere where your child is cared for and respected. Your child is very special, and it is our goal to attend to many of his/her needs, personal and developmental. You, as parents, are an important part of our school.

Outings Policy

Flutterby believes that school outings are an important part of the programme. No money and fill in forms will be accepted after the closing date. Kindly keep to the dates mentioned as this will affect the booking of coaches.

Kindly note:-

- Outing fees (entrance fee) will be refunded to parents if the child was sick on the day. However no transport refund will be given as the fees of the coaches are calculated according to the attendance of the kids stated in the fill in forms.
- All the parents and children are meant to make use of the school transport on outings. Exceptional permission not to use transport will only be given to parents whose children suffer from car sickness. However the transport fee is still obligatory (as coaches are booked in advance).
- Parent/Relative is expected to accompany the child on outings (to supervise their son/daughter and ensure safety at all times). The child carers responsible for that particular group are expected to monitor the general supervision of the group and guide parents to follow the programme of the day. Permission by Ms Karen Galea or Ms Karen Abela to parents to send their son/daughter to the outing unaccompanied will be given only when outings are held in indoor/outdoor areas which are contained and safe. A parent's/relative's attendance is a must (obligatory) on other field trips, where the premises/outdoor areas are large and as a result the children require constant adult supervision.

Emergency Plans

Fire drills are carried out twice a year. This enables the child carers and the children to become aware and familiar with the whole procedure.

asking our child carers to take photos of your son/daughter at any time.

Discipline Policy

We use positive guidance techniques such as modelling and encouraging expected behaviour, redirection, and setting clear limits. "Time Out" is used only when necessary. Children feel comfortable and confident knowing that their child carer's expectations match and respect their developing capabilities.

Incidents of aggressive behaviour towards other children or staff will be reported to the parents and kept on records. An Incident Form will be filled in by the staff. After two such minor incidents, the Early Years Director will call the family. After the third incident, a meeting will be held with the family, childcare staff and Early Years Director to discuss the child's behaviour at school and at home and plan strategies to help the child engage in more appropriate behaviour. If incidents continue to occur, then the Early Years Director may ask the parents:

- to keep their child at home for a period of time
- to assess the child's needs

In continuous and aggravated circumstances, the Early Years Director may resort to move the child to another group.

Whistle Blowing Policy

The Centre's Whistle Blowing policy states that inadequate verbal language in the children's presence or inappropriate physical handling towards children will not be tolerated and immediate action with drastic penalization will be taken towards the carer/helper in question. Parents wishing to lodge a complaint to this effect are requested to contact Mrs Karen Galea, Early Years Director on 21378703.

Hours of Operation

The Flutterby Child Care Centre runs for five days a week with the basic times being 8:30am to 12:30pm. However, upon request children may follow extended hours at the Child Care Centre from 7:30am to 1:30pm at an additional charge.

Drop off and Pick up

Flutterby children are to be dropped off and collected from the two entrances mentioned below:

- Flutterby front entrance (entrance on the right hand side of school) – Opening times – 7:30am till 8:45am and 12:30pm till 1:35pm.
- Gate at the back of the school (near parking, next to School's Sports Grounds) – Opening times – 7:30am till 8:15am and 1:30pm till 2:00pm. *Please note that the back gate will not be open for the parents calling for their kids at 12:30pm. Parents are to use Flutterby front entrance at this time.*
- School Main Entrance is to be used from 8:45am till 12:25pm.
- **Parents are kindly requested not to park or leave their car on the school drive. The latter has to be kept clear at all times for the school transport and for emergencies.**
- **No parking is allowed on the volleyball/basketball/tennis tarmac grounds from 8:45am till 1:00pm.**
- Parents are to note that the school retains responsibility for the care of the children for as long as the child is under the supervision of the carers. Once the child is picked up by the parent, the responsibility of the child falls solely on the parent/s.

Parents are requested to phone the Child Care Centre if for some reason or other they are late to collect their child.

Enrolment Policy

Children enrolled must not be younger than 2 years and not older than 3 years 8 months. Those who will be 4 by December will be introduced to our Pre-Junior class which is the first class before the children start Junior School. Enrolment is made via an application form available from the School and the payment of a registration fee. The following forms (passed on to parents during the Parents' meeting held annually in September prior to the beginning of school) have to be completed and passed on to us once the child starts school:

- Medical History Form
- Images Consent Form
- Signed Declaration Form (found in this booklet)
- "Pick-up" Authorisation Form

In the latter you will be kindly asked to fill in the names of the individuals who are authorized to pick up your child. If you require a different person to pick up your child on certain days you must provide the Centre with a written note in the morning, together with a copy of the individual's identity card, and inform the staff accordingly. For the safety and protection of your child we will not allow your child to leave with an unauthorized person. We will check the ID of the person listed to pick up your child. Please remember to keep this form updated with your current phone/mobile number/s and address changes.

responsible to contact the parents for immediate pick-up. During waiting time, one of our child carers will look after and give the child the necessary first aid. The child will be made to rest under constant supervision.

Our Child Care Centre is equipped with a direct telephone line (21376543/4) and a list of emergency telephone numbers including the name of a doctor and a dentist for emergency referral.

Hair Hygiene Policy

Long hair is to be pulled up in a horse tail, plait or pig tails, etc (hair accessories should be navy blue or orange...no other colours will be allowed).

Please check your son's/daughter's hair on a weekly basis. Please do not let weeks pass by without checking you child's hair since such a problem takes roots within days. If we are informed of a hair hygiene problem in a group, we will send out a note to all the parents to this effect.

Children are to be kept home until hair is nit free.

Birthday Parties Policy

Parents organising birthday parties for their child and planning to send invitations to school mates (in their own group or others) are kindly requested to send the invitations in sealed envelopes some days before. The child carer responsible will then write the boy's/ girl's name and group number on the outside of the envelope and pass on the invitations to the children in question. Please note that no class lists will be given out to the parents (Data Protection Act Guidelines).

Images & Film Taking

Parents are to note that taking photos or filming is strictly prohibited on the School premises. Please refrain from sending cameras and

Your child may return:

- When the suggestions on the page overleaf are met
- When they are fever free for at least 24 hours before returning to school

If your child becomes ill while at school, the child will be taken into a separate room and you will be called and advised to come and pick up your child. Exposure to communicable diseases and any infectious illness should be reported promptly to School, so our staff can look for any early symptoms. The Centre will notify parents when a child has been exposed to an infectious disease.

The School reserves the right to approach parents if a child looks unwell. The Early Years Director has the final say about whether the child is fit to stay at school or not. We reserve the right to have precedent over the physician if we feel that the situation warrants it for the safety of the child and of the School community at large.

Medication Policy

We do not administer any medication. Parents will be contacted immediately if the child shows any signs of illness on arrival or at any other time during the day. If parent/s cannot be reached the emergency numbers will be called. If your child requires particular medication on a regular basis, you are kindly requested to speak to the Early Years Director.

Child Accident Policy

All our child carers are fully qualified in First Aid. Our staff takes every effort to ensure the safety of your child. Unfortunately accidents do occur. In case of that event, an Accident Form will be filled in by Flutterby Staff for every detected injury that occurs. A child coming into the Centre with injuries may require an Accident Form, so that both the parent and Flutterby staff are aware that it did not occur at the Centre. In any case of emergency, the Early Years Director will be

Kindly note that if no letter/note is sent, and parents cannot be reached, then the child will remain in our care.

You will also be asked to provide us with the following:-

- Copy of Immunization Card
- Child's Birth Certificate

The latter are to be passed on to us on the first day of school.

Registration Fee

A registration fee per family (non refundable) must be paid on application. This charge is not exacted in cases where the applicants have siblings already attending in school.

The registration fee needs to be paid again if the first sibling is withdrawn from school a year before the second sibling starts school.

Waiting List

In the event of an age group being full at any time, the child's name will be placed on a waiting list. As vacancies occur, pre-registered children would have first priority.

Fee Policy

At St Catherine's High School, tuition rates are very competitive and give additional discounts for the 2nd child attending the school, while the 3rd is charged a nominal fee.

Non-refundable school fees

The Centre's policy states that the payment of the term fee has to be settled as a whole (applicable only to Flutterby Child Care Centre) prior the beginning of the term in the months mentioned below.

- 1st term fee to be paid during the 1st week of June
- 2nd term fee to be paid during the 1st week of December
- 3rd term fee to be paid during the 1st week of March

Parents who do not send their son/daughter to school during the scholastic term (for medical, vacation or work reasons) will not be entitled to any refund of the school fee. Fees are to be paid at the Administration Office either in cash or by cheque payable to St. Catherine's High School. **All parents are to present their bill when making their payment.**

Important:- Parents are requested not to leave any payment with the child carer responsible for their son's/daughter's group.

Non Discrimination Policy

Children will be admitted to the School regardless of race, disability, gender, religion, or national origin. To best ensure that their needs are met, when children with special needs are enrolled, there will be consultations with the parents and, as needed, the Director of the School, the staff who will be involved, and any other appropriate individuals. Additionally, an assessment to determine the full scope of needs and appropriate services may be required. Assessments may be made on a periodic basis after a child with special needs is enrolled to ensure that the child is continuing to have his/her needs adequately met.

Our Dedicated Staff

Flutterby Child Care Centre is run by dedicated, qualified, specially

- Scabies or other infestations
- Impetigo 24 hours after treatment has begun
- Chicken pox (suspected or confirmed by doctor)
- Pertussis, mumps, rubella, shingles, herpetic gingivostomatitis
- Hepatitis A virus, until physician advises return (written medical release required)
- Sore throat with fever
- Eye discharge (white or yellow) or pink eye; until 24 hours after starting treatment
- Irritable behaviour and constant crying
- Mouth sores with drooling
- Respiratory illness - please keep him/her home, in all fairness to all the other children

You are kindly asked to inform the School (by phone or by email) if your son/ daughter is sick/ unable to attend and will be away from the school. Kindly note that following the Department of Health circular sent to schools in October 2010, we kindly ask parents not to send children to school if they are running a fever or have a runny nose, a cough or diarrhea or other contagious diseases. We will adhere to the strict policy and we will be sending home those children who manifest any symptoms. A medical certificate is to be presented to the Administration if your son / daughter is sick for 2 consecutive days or more. One day absences do not need certification. Please note that only one certificate is needed and this should state the reason why your child has been away from school and the date when your child is expected to be fit for school. However parents are kindly asked to phone or email the School on info@stcatherines.eu to inform us if the child is unwell or will not be attending school on the day because of other reasons (ie. if not sick).

allowed when the child carer responsible for the group asks the parents to send their son's/daughter's favourite toy to school on a particular occasion (colour week, theme week, etc).

Toileting Policy

Each child will be given ample individual attention as regards to potty/toilet training. This learning will never be forced and will be handled with consistency by our experienced child carers, who will in turn discuss with the parent/s about the child's gradual response during the training process. Parents will be kindly asked to provide a change of clothing and extra underwear, together with a packet of disposable diapers (nappies), baby wipes and sudocream (or ederma cream). All the child's belongings are to be labelled individually and are to be sent to school on the very first day. These items will be stored on a separate shelf out of reach of the children.

Health and Well Being

We strive to prevent the spread of illness, and your co-operation with our policies will be of great help. Please refrain from sending your child to school if he/she has:

- A fever of 100 or higher before school, accompanied by behaviour changes or other signs or symptoms of illness-until medical evaluation
- Symptoms or signs of possible severe illness, such as: uncontrolled coughing, irritability, persistent crying, unusual lethargy, wheezing, or other unusual signs
- Strep throat until 24 hours after an antibiotic started
- Diarrhea, runny, watery, or bloody stools within the last 12 hours
- Vomiting twice or more in the last 24 hours
- Rash with fever or behaviour change

selected carers who have followed intense training in early childhood development (NVQ Level 3 Diploma). They will make sure that your children receive an adequate amount of interaction and individual attention and that they are spoken to frequently in a manner that is both lively and gentle.

Your Child's Development

Your child's development is important to us. We want to work with parents to make this the best experience your child can have. Resources are available to parents to help with promoting healthy development or child-rearing. Feel free to discuss any topic of concern with your child's carer; we are here to help. Parent/carer conferences are offered as deemed necessary.

Our curriculum plans are based on developmentally appropriate practices and individual learning styles and needs. Our daily schedule provides a balance of quiet and active, indoor and outdoor activities and child and adult initiated activities, as well as promoting gross and fine motor skills. Our planned activities take into account the development of the children and will include, amongst others:

- outdoor and indoor play
- gym play
- main activity of the day
- cooking (3 year-olds)
- mix and mess sensory activity (3 year-olds)
- sand and water play
- puppets, Let's Pretend & dressing up play
- singing & movement
- story telling
- v-smile interactive games

Parental Involvement

Informal parent participation in the Centre is always welcome. There will be a monthly School newsletter generally distributed via email at the beginning of the month. It will include information upon upcoming events and anything worthy of note for the parents.

Our child carers will work in close collaboration with the parents. Apart from the short informal daily conversations held between parents and the child carers, meetings / parents' days will be organised regularly during the scholastic year. A "settling-in programme" will be discussed with the parents during the first meeting which will take place before the commencement of the school. The other meetings (held in November & March) will help to review the child's development and the parents will be able to discuss with the carers any worries and problems they might have over the children.

On some occasions, such as field trips, parent's help may be requested.

Cooking activities (3 year olds only taking part) will be held every week, starting from the second week of school. For each cooking session you will kindly be asked to provide your son/ daughter with a few necessary ingredients. A short note to inform you about this will be sent in advance.

Open-Door Policy

The Centre applies an "Open Door" Policy. Parents are welcome to accompany their son/daughter to the area/room where the group gathers daily.

Parents will not be allowed to linger on the premises after having dropped their child at the Centre. Parents wishing to verify a query, check on something or pass on a message to the respective child carer are to contact first Ms Karen Galea (Early School Years Director) or Ms Karen Abela (assistant). An appointment will be arranged on request depending on the urgency of the matter.

Blogs

The School and the Centre makes use of blogs. Blogs provide an interactive bond between parents and educators at school and actually facilitates the pedagogy used in the various sectors of development.

Flutterby parents can access the blog for any information and current updates, to view the children's photos and even to post a message or comment.

By subscribing on the blog you will automatically receive emails with any updates on the blog.

Flutterby blog <http://flutterbychildcarecenter.wordpress.com> (or through school website www.stcatherines.eu)

Meals

- Please do not send any unhealthy or messy food for breakfast time, lunchtime and Snack & Drink break time. Sweets, fizzy drinks, fruit squashes and other flavoured drinks with any added sugar content are not permitted in the Centre. Instead please provide your son/daughter with bread, yoghurts, crackers, fruit, cereal, cereal bars, water, milk and fresh juices.

Please note that all fruits (except bananas) are to be peeled and sent in small containers with the child's name written on it.

For safety reasons no forks (metal or plastic) will be allowed on the premises. **Children are to use plastic spoons only.**

Birthday cakes are permitted; however please do not send any messy cakes and check with your child's carer so you know how much to bring and what is in fact an acceptable treat.

Toys

No personal toys and books are to be sent to school. Toys will only be

Declaration
Form

Kindly sign and pass on
this form to the Administration
on the first day of
school



Declaration Form
To be completed by parent/
guardian and sent to school
after reading 'Policies &
Procedures' manual

I/We, parent/s or guardian/s of, have read, understood and I/we hereby accept the policies and procedures of 'Flutterby Child Care Centre' of St. Catherine's High School, Pembroke.

I/We agree to co-operate with the school in its efforts to educate my/our child.

Signature of Mother/Guardian

Name in BLOCK letters

Signature of Father/Guardian

Name in BLOCK letters

Date