



Ballyhoura Development CLG

After-Schools Policy & Procedure Book 2025-2026

Date for Review: May 2026

Introduction

The After-Schools Service aims to provide a safe and professional environment for children where their ideas and individuality will be encouraged and nurtured. The children's welfare and development will be the first consideration of the service.

The policies within this document are applicable to all staff working on the project directly or indirectly, parents / guardians of the children, and the children who use the Ballyhoura Development After Schools Service. The policies within this document complement existing policies within Ballyhoura Development CLG and the policies that are required by Tusla the Child Family agency.

The list of policies, procedures and statements relevant to the Ballyhoura afterschool service being provided that inform practice within the service are stated below: A copy of these documents will be made available to all staff, parents/guardians and children by the After-Schools Manager. Parents, Guardians and staff are required to sign that they understand the policies and a signed copy is kept on file.

- Statement of purpose & function
- Safety Statement
- Fire Safety policy
- Dropping off and collection of School Age Children policy
- Medication Management policy
- Infection Control Policy
- Behavior Management policy
- Child Safeguarding Statement
- Complaints policy

All of the above are in a child friendly version and children are supported to understand all afterschool policies and procedures.

Afterschool Rates:

- The weekly fee is €80.00 which is a set rate of €16.00 per day for both Caherconlish and Caherline Afterschool Services located in Co Limerick
- The weekly fee is €75.00 which is a set rate of €15.00 per day for Mitchelstown Afterschool Service located in County Cork
- The fees are expected to be paid on a **weekly basis** to ensure the smooth running of the service for staff and children.
- Please note that should your child not attend their booked in session, payment is still required to hold your child's place

Non-payment of fees:

- Non-payment of fees may result in loss of placement
- A repeated failure to pay fees may result in suspension or withdrawal of child's place until the matter is resolved
- Any delays in payments must be discussed in advance and agreed with management
- the alternative of fees being paid in advance can be discussed with the manager of the particular service your child attends

Childcare Subsidies:

Ballyhoura afterschool service also operate the new **National Childcare Scheme (NCS)**. This schemes provides subsidies for families also. Going forward the NCS **will be the only** scheme available to parents.

For new children entering into the afterschool service the NCS scheme is the only option available to apply for a subsidiary towards the cost of childcare

Parents can check their eligibility and hourly rate by using the NCS Calculator available online <https://ncs.gov.ie/en/childcare-subsidy-calculator-input/>

If a Parent is eligible they need to apply for the subsidy themselves online www.ncs.ie . In order to do this, they need to have a verified mygovID account. To sign up for a verified account they will need

- A basic mygov.ie account (<https://www.mygovid.ie/en-IE/HowDoISignUp>)
- Public Services Card
- PPS number
- Phone Capable of receiving text message

Once registered the parent will get a “**chick**” this will tell them how many hours' childcare they are entitled to and at what rate. The parent brings this “chick” to their chosen childcare provider and they will use it to register the child with that service.

Beginning September 2024, the universal subsidiary is now paid at €2.14 per hour up to a maximum of 45 hours a week to all eligible children. Please note our services are open for a maximum of 24 hours during and outside school term.

The subsidy is paid directly to the childcare provider and the parent pays the balance in fees. For example, if a parent or guardian has been awarded 20 hours childcare a week, they are then entitled to get a subsidy of €42.80 per week (€2.14 x 20 hours) off the cost of the weekly childcare fee which is €80.00. **This means that parent has to pay for e.g. €80.00-€42.80= €37.20 weekly to the service instead of the full fee.**

Currently Ballyhoura afterschool service operate the Community Childcare Subvention Programme Plus (CCSP) which is a subsidiary to reduce childcare costs. The current rates are below based on family incomes and support payments:

After School Weekly Rate for those on CCSP					
Service	Band A	Band AJ	Band B	Band D	No Subvention
13:40/14:40	€0.00	€0.00	€30.00	€40.00	€65.00

Please note the existing CCSP scheme is still closed for new applications and those children on the current scheme is to continue until further notice from Pobal.

CONTENTS

Statement of purpose and function	8
1. <u>Health & Safety Policy</u>	
1.1 Safety Statement	9
1.2 Accidents and Incidents	10
1.3 Health & Safety/Incident Reporting	10
1.4 Missing Child Procedure	10
1.5 Critical Incidents	11
1.6 Fire Safety	12
2. <u>Dropping off & Collection Policy</u>	
2.1 Collection	14
2.2 Collection Service	14
2.3 Collection Procedures	14
2.4 Early Collection of Children	15
2.5 Collection Concerns	15
2.6 Attendance	16
3. <u>Homework Policy</u>	
3.1 Homework	17
4. <u>Health, Activities & Outings Policy</u>	
4.1 Healthy Eating/Food & Nutrition	18
4.2 Trips & Outings	19
4.3 Managing medicines on trips and outings	19
4.5 Clothing	19
5. <u>Infection Prevention & Control</u>	
5.1 If A Child Becomes ILL when Attending the Service	20
5.2 Exclusion/Illness	20
5.3 Immunisations	21
5.4 Hand Hygiene	21
5.5 Cleanliness and Hygiene on the premises	22
5.6 Food and Kitchen Hygiene	23
5.7 Outing to Farms or Zoo's	23
6. <u>Medication Management Policy</u>	
6.1 Procedure	24
6.2 Storage of Medicines	25
6.3 Procedures for staff administering essential medicines	25
6.4 Anti-Febrile Medication	25
6.5 Emergency Medicines	26

6.6 Life Saving Medication and Invasive Treatments	26
6.7 Medication errors	26
<u>7. Child Protection Policy</u>	
7.1 Principle to Safeguard Children	27
7.2 Child Protection & Welfare	27
7.3 Recognition of Abuse	28
7.4 Suspected Abuse	31
7.5 Reporting Abuse	31
<u>8. Behavioural Management Policy & Behavioural expectations</u>	
8.1 Code of Behaviour	35
8.2 Parental Involvement	37
8.3 Equal Opportunities	37
8.4 Special Needs	37
8.5 Behaviour Management	37
8.6 Bullying	40
8.7 Cyber Bullying	41
8.8 Internet Policy & Mobile Phone	42
8.9 Confidentiality	43
<u>9. Complaints Policy & Comments</u>	
9.1 Complaints & Comments	44
9.2 Management of Unsolicited Information	46
<u>10. Admissions and Enrolment Policy</u>	
10.1 Over Subscription	47
10.2 Attendance	47
<u>11. Withdrawal from the Service</u>	
11.1 Behaviour	48
11.2 Three Warnings	48
<u>12. Parents code of conduct policy</u>	
12.1 Respectful interactions	49
12.2 Health & safety guidelines	50

Statement of purpose and function:

KEY INFORMATION:

Opening Hours:	1.40 PM – 6:20 PM (no more than 5hrs a day)
No of Weeks per year opened:	45 weeks
Capacity:	Maximum of 36 in each service
Age Range:	5 - 13 years
Ratios:	1:12
Curriculum:	After-Schools is about recreational, social and educational development inclusive for all children.
Addresses:	<ul style="list-style-type: none"> • Caherconlish Afterschool Service, The Millennium Centre, Caherconlish, Co Limerick
	<ul style="list-style-type: none"> • Caherline Afterschool Service, Caherline, Co Limerick
	<ul style="list-style-type: none"> • Mitchelstown Afterschool, Upper Cork Street, Mitchelstown, Co Cork
Phone number:	Caherconlish Afterschool Service: 086-2010330 Caherline Afterschool Service: 086-0335087 Mitchelstown Afterschool Service: 086-2036756
Email:	caherconlishafterschool@ballyhoura.org ddore@ballyhoura.org mitchelstownschooll@ballyhoura.org

Mission Statement:

The purpose of the Ballyhoura After-Schools Service is to provide a quality, affordable childcare service outside of school hours, focusing on enhancing children's recreational, social and educational development. It is classified as a part-time service (**3:31-5hours**) and must comply with the Child Care Act 1991 (Early Years Services) *Regulations* 2018. There are three community afterschool facilities located in Caherconlish, Caherline in Co. Limerick, and in Mitchelstown, Co. Cork. These are managed and operated by Ballyhoura development for children of a primary school age, supported by the Department of Children and Youth Affairs and POBAL.

Type of service:

It is a school age service in accordance with the Child and Family Agency (Tusla) and comply with the Child Care Act 1991 (Early Years Services) (Registration of School Age Services) *Regulations* 2018.

The purpose of this service is to provide an afterschool facility for children aged 5-12 years old. We are open daily from 1.40pm – 6:20 PM Monday to Friday for 45 weeks per year from September to July. We have capacity to cater for 36 children at any one time in each of our three after school's services and our ratios are 12:1. This service is community one and is operated by Ballyhoura Development CLG. There is a child friendly version of this policy in place for children using the service also.

The overall aim and ethos of the service:

Ballyhoura afterschool is an inclusive service which is committed to providing high quality and professional primary childhood care and education. We support each child to reach their full potential in a safe, secure and stimulating environment. We provide learning opportunities that nurtures children's learning and development in a holistic way. Our after school staff create a positive and secure environment where children feel confident in exploring their surroundings.

Ballyhoura Services Programmes of Activities offer:

- Facilitated homework sessions
- Healthy eating in a fun environment
- Recreational activities (arts & crafts)
- Sporting activities

Our afterschool's curriculum is in place to facilitate the educational and developmental needs of the children in our care outside of school hours.

1. Health & Safety

1.1 Safety Statement

We in Ballyhoura After School aim that everybody who works, attends and visits our facility will enter a safe environment.

We intend to maintain a safe environment by risk assessment through careful examination.

Through careful examination:

- we identify hazards
- identify precautions to be taken to prevent harm

Areas covered in risk assessment include:

- Accident/Incidents (including critical incidents)
- First Aid
- Access problems including passages and doors
- Electrical safety
- Light and ventilation
- Methods of work
- Child protection
- Outings
- Infection Control
- Illness and Exclusions
- Healthy Eating
- Handling and storage of chemicals
- Fire Safety
- Medication
- Internet and Multimedia
- Safety Precautions of Equipment and Facilities

When problematic areas are identified steps are taken to eliminate hazards:

- provision of safety training instruction
- provision of protective equipment with regular inspection and maintenance
- creation of practical and safe working conditions
- policies are put in place.

Risk Assessment of Employees, volunteers and others:

We have in place comprehensive recruitment, selection and Garda vetting procedures plus staff absence, training and staff ratio policies.

Risk Management;

To ensure the health, safety and welfare of all children and adults on the premises or while engaged in offsite activities. Risk will be managed through a range of assessments:

- Annual/Quarterly/Monthly Risk Assessment, as appropriate, of the entire building and operations
- Daily Risk assessment of classrooms, sanitary areas and outdoors.
- The risk assessment following any accident or incident.
- The risk assessment of outings and/or travel.
- The risk assessment of children with specific illnesses, conditions and allergies through the development of medical care plans.
- The risk assessment of pregnant employees.
- The risk assessment of any Garda vetting disclosures.

1.2 Accidents and Incidents:

The Safety, Health and Welfare at Work Act, 2005 is the governing legislation. It is our policy to promote the health, well-being and personal safety of all our children and staff. Through developing and regularly reviewing accident prevention procedures and fire safety. Although we adhere to all safety precautions and follow Tusla guidelines, accidents can occur. (For further information, see our Accidents and Incidents and First Aid Policies)

1.3 Health and Safety / Incident Reporting

- Where there are normal, active children bumps and falls will inevitably occur.
- However, all reasonable steps will be enforced to ensure that the health and safety of children and staff are paramount. Safe working procedures will be established and all staff will be required to be familiar with and implement them on a daily basis.
- All substances and materials will be handled carefully and stored in a locked cupboard.
- First aid training will be provided and access to a complete first aid kit will be provided.
- Accident forms will be completed in the event of an incident occurring and parents will be informed.

1.4 Missing child procedure:

Procedure if child leaves the service unaccompanied, if and without authorisation:

It is our intention to keep children safe at all times and to avoid a situation whereby a child leaves the service unaccompanied, if and without authorisation:

Procedure:

- Children are welcomed into the setting by a designated member of the afterschool staff, who marks their presence in the daily register.
- A member of staff remains on duty by the door throughout the arrival and departure period of the service and until all parents/guardians have left the premises.

- The main door is kept secure at all times when a member of staff is not on duty at the entrance.
- Children's times of arrival and departure are noted on the register, and a note is made in the register if a child is to leave early or with another adult.
- The outdoor area is supervised when children are outside and securely fenced and the gate secure at all times.
- Staff are deployed throughout the setting during the session, ensuring that no child is left alone for any period of time without an adult being aware of their location.
- The outdoor area is supervised.
- The rooms in which the children play are never left unsupervised/out of vision of staff.
- Staff remains on duty within the main room at all times, unless all the children and staff are in the outdoor area together
- If all Staff and children are outside and a child needs to come inside, a member of staff will accompany them inside.

- **In the event of the afterschool staff not being able to locate a child on the premises:**
 - The premises will be searched thoroughly and immediately.
 - The register will be called to determine which child(ren) are missing.
 - The grounds surrounding the service will be searched.
 - Staff will call the local Garda/Staff will inform the parents/guardians.
 - A full and thorough review of procedures and practices will take place to determine how the incident occurred and changes will be made if appropriate.
 - An accident/incident form will be completed and appropriately signed

1.5 Critical Incident

A Critical Incident is any incident or sequences of events which overwhelms the normal coping mechanisms of the service. The following procedures for lockdown are in place in the event there is a need to stay on the premises instead of evacuating, for example in the case of a severe storm. An emergency contact lists in place in the event of a Critical Incident and procedures and measures are in place to deal with a power cut, medical emergencies, missing child, natural disasters, utility disruption, fire/smoke emergencies, potentially violent situations, lockdown or evacuation and or a bomb threat.

Critical Incident Procedure

- Alarm raised by use of code word, so as not to panic anyone.
- All doors and windows closed.
- Children secured in designated area.
- An Garda Síochána or others contacted if needed.
- Parents contacted.
- No one lifts a Lock down except designated Person. (After-Schools Manager)
- No one leaves until threat is gone or disarmed.

1.6 Fire Safety

The Fire Services Act 1981 imposes a duty on those in control on premises to take “all reasonable measures to guard against the outbreak of fire on such premises and to ensure as far as is reasonably practicable, the safety of persons on the premises in the event of an outbreak of fire”.

Fire Prevention:

- Fire detection and alarm systems should be fitted
- Fire precautions must be taken. Fire extinguishers and fire blankets must be readily available and regularly serviced, properly inspected and maintained. A record of inspection and maintenance of equipment should be kept.
- Staff should be trained in the use of fire safety equipment
- Escape routes and exit doors should be maintained free from obstruction so that they can be safely and effectively used at all times.
- Staff and children should be familiar with emergency and evacuation procedures. These should be written up and posted in each room and practised regularly.
- Regular fire drills(monthly) should be carried out in order for staff and children to become familiar with the procedures. Initially they should be very frequent, until children get used to the system .Records of all monthly fire drills should be kept on file.
- Furnishings and fittings should be non-flammable and conform to the relevant safety standards and have low levels of toxicity when on fire. All flammable materials should be securely stored away from the children.
- Daily attendance records should be kept.

Electricity and Gas:

- Ensure that all electrical and gas appliances are properly fitted and maintained and checked regularly for faults.
- In the event of a gas leak, contact the gas company.

General Fire Safety:

Staff should follow procedures for operating the fire alarm as outlined in the Health and Safety Statement.

All employees should be aware of:

- All escape routes from the premises.
- Method of operation of fire doors.
- The importance of keeping fire doors closed.
- How to isolate power supplies where appropriate
- The importance of general fire precautions and good housekeeping.
- The staff are made aware of the potential of fire hazards as a result their activities and smoking on site is forbidden on site or adjacent to the building.
- All staff will take reasonable care in their work activities to ensure that they not generate any potential fire hazards. Any flammable liquids used on site will be stored away from heat sources in suitable containers which will be kept sealed to avoid build-up of flammable vapours.

- All firefighting equipment located on the premises will be in accordance with the requirements of the area that it is being located, and will meet the required classification for that area based on the classifications as per I.S. 290: 1986 standard.
- All firefighting equipment is tested and serviced annually by certified contractors. In accordance with the recommendation of the appropriate *Irish Standard I.S 291.1998* for fire equipment, 30% of extinguishers will be discharged each year and relevant employees trained in the safe and efficient use of the equipment.

Emergency Procedures:

- Once a fire has been detected either by an alarm going off or by attention drawn by staff members, each staff member will ensure all children leave everything immediately and move quickly in an orderly line and leave through the appropriate exit. (Two door exits exist on the premises. The location of the fire will depend on which exit is to be used.) No books, bags or belongings will be brought out of the building.
- The After School Leader will check that the toilets and all rooms are empty and will close all doors and windows.
- The After School Leader will take the roll book when exiting the building and once she has ensured that all staff and children have left the building she will telephone the fire brigade if it is safe to do so.
- A member of staff should be on hand when the Fire Brigade arrives, to provide any information they may require.
- The After School Leader will carry out a roll call at the assembly point to ensure that all adults and children are accounted for.
- Parents will be contacted when evacuation is complete and children are at the point of safety
- **We have a Designated Fire Safety Officer.** Each manager of the each of the three services is the designated officer

2. Dropping off & Collection

2.1 Collection

Children attending the After School service may only be collected by the authorised person(s) as notified on the **Child Collection/Authorisation Form**. In case of an emergency parents/guardians must notify staff if an unnamed person is to collect a child by phone call and followed up by text or written message.

A penalty fee is in operation for any parent/ guardian who is late in collecting children from the service (€5 for every 30-minute period or part thereof). This fee increases to €10 for the third offence.

2.2 Collection Service

To facilitate working parents, where possible the After School will provide a collection service for transporting children from school to the After School, which may incur an additional charge depending on proximity to the school. A member of staff will supervise the children during transportation.

We will advise the school immediately by phone of any delay in arrival at the school.

We recommend that all parents using the service complete a school schedule form for submission to the After School on a weekly, monthly or term basis.

Parents are responsible for advising the school of the collection arrangements put in place and instructing that children should be held on school premises until handed over to an After School staff member.

If a child is not in school that day and will be absent from the After-School Service, it is the responsibility of parents to ring the Childcare Manager that morning **before 10am** to inform the staff that the child will not need collection.

As our staff numbers are restricted the After-School Service will operate on a ratio of 1:12 and may not be able to continue the after school pick up. In this case all parents will be given written notice.

If there is a child welfare concern upon collection of a child, the child will not be released from the service at the discretion of the manager.

2.3 Collection Procedure:

Parents/guardians must collect their child by the agreed collection time. Parents/guardians will be asked to give the names of at **least two other people** who are authorised to collect the child. If the parent is late arriving to collect the child, the Manager/person in charge will endeavour to contact the parent. In the event of being unable to contact the parent, the Manager/person in charge will contact the other named persons to collect the child.

Children will not be released into the care of a person under the age of 18 years or to a person who appears to be incapable of caring for the child. Should this situation arise the staff will contact an authorised collector. If no one is available to collect the child, then the Manager/person in charge should contact the TUSLA social work child protection team.

2.4 Early Collection of Children:

We ask that parents/guardians let us know if they will be picking up their child early so that we can have the child ready and minimise disrupting the rest of the afterschool group. However, we do not recommend early pick up as we would like each child to fully benefit from full daily programme the service.

2.5 Collection concerns:

Attempted collection by a person who is not on the child's records at school pick up/afterschool pick up:

Children should be collected only by the adult/s named on the 'Collection Authorisation'. Should the person responsible be unable to collect the child, a letter of explanation must be presented signed and dated by the parent / guardian with a contact telephone number, the staff member will then telephone the parent prior to allowing the child leave the service. If the parent personally arranges this with the staff a telephone call may not be necessary, but signed consent will be required at all times.

If the parent has not been personally contacted to authorise the collection of their child, the child **will not** be permitted to leave the premises until an authorised collector, as recorded in the child's records is available.

Attempted collection concerns by a parent whereby there is child welfare concern:

If there is a child welfare concern upon collection of a child, the child will not be released from the service at the discretion of the manager.

We ask that parents/guardians do not collect their child while under the influence of alcohol. This can lead to embarrassment and worry within the team. If parents/guardians feel that this situation may arise they should arrange for an authorised collector to collect their child. Should a parent or guardian appear to present under the influence of alcohol and/or drugs we will contact the second authorised collector. If no one is available to collect the Manager/Person in charge should contact the Tusla social work child protection team. If the child to deemed in immediate risk the Manager/Person in charge will contact on Garda Siochana.

Attempted collection by a parent who has been denied access in a court order:

- A parent who has been denied access to a child through a court order will not be permitted on to the premises
- If the parent who has been denied access becomes threatening or violent and insists on removing the child from the service, this will be viewed as trespassing. The service will in this event contact the Local Garda.

Collection by Separated and Divorced Parents:

- Married parents are automatically joint guardians of their children. Neither separation nor divorce changes this.
- We cannot refuse either parent to collect their child unless a court order is in place. However, we reserve the right to seek clarification of identity when one parent has not had any contact with the service or the contract has been with one parent only and a second parent makes unexpected contact. This is usually in circumstances where a separation is happening.
- We ask that parents give us information on any person that does not have legal access to the child.
- Where custody of a child is granted to one parent, we would ask parents to clarify the circumstances with us. This information will remain confidential and will only be made known to the relevant staff. If there are any legal documents i.e. custody order, barring order we would ask parents to provide us with a copy to keep on file.

2.6 Attendance:

It is essential to the efficient running of our service that parents/guardians/carers inform us if their child is unable to attend the service and follow up with a telephone call to inform management when the child will be returning. A register of the times and days that children attend is kept.

3.Homework

3.1 Homework

Homework is only one of the many activities which is facilitated within the school age childcare programme. The ethos of the setting is to provide children with recreational activities that allow for relaxation after their day at school. However, we do appreciate that some parents would wish to have a certain amount of homework completed by their child and this request will be facilitated where possible.

- Homework will be facilitated within a quiet area of the setting away from regular activities
- A staff member will supervise the homework session
- Support will be given if a child requests it
- Where a child presents with a large volume of homework staff will encourage the child to complete written homework
- Management reserve the right to defer homework at any given time to facilitate participation in special activities or events.
- Any child who is disruptive or who is not interested in completing his/her homework will be asked to tidy up and return to regular activities and the parent will be informed.
- The overall responsibility of the child's educational development rests with the parent/ guardian and the school.

4. Health, Activities & Outings

4.1 Healthy Eating/Food & Nutrition

This service aims to provide a well-balanced, nutritious diet. Any special dietary requirements will be respected. Mealtimes are viewed as opportunities to encourage social interactions between children and staff.

Healthy Eating:

- Consult with parents/guardians/carers regarding the child's special requirements and identify any support needs which may be necessary
- It is the parent's responsibility to inform the after school service of any changes in dietary requirements/ allergies etc. in writing.
- Food provided in childcare services should be fresh, nutritious, balanced across the food groups and varied.
- All individual dietary needs will be met (allergies, medical, religious or cultural)
- Children should be involved in the planning, preparation and clearing away of meals/snacks
- Preparation can include washing and cutting up of fruit and vegetables, making sandwiches, grating cheeses and vegetables
- Close adult supervision is essential in all of these activities
- As with all other activities children should be allowed to engage in this task and enjoy the meal/snack at their own pace
- Opportunities to sample exotic and unfamiliar food should be provided
- In line with our healthy eating policy, sweets, crisps and sweet fizzy drinks are not to be brought in to the service.
- Mealtimes are used as occasions to develop social interactions among children.
- Children will be encouraged to eat a little bit of everything.
- A child who is slow at eating will be given time to finish.
- A child will not be forced to eat what is on his/her plate.
- Staff will set good examples of manners at the table and eat the same food.
- No food can be brought into the service without prior consent from the manager.
- Fruit and vegetables should be washed well and peeled
- Separate chopping boards, cloths and utensils must be used for raw and cooked food and washed thoroughly between uses
- All prepared food in the kitchen should be covered
- Cold food must be kept cold in a fridge or freezer
- Hot food must be kept very hot while waiting to be served.

4.2 Trips & Outings

Tours and outings may be arranged particularly during holiday periods. All children will be encouraged to attend and explore different environments and situations. Written consent from parents/guardians/carers will be required prior to any child taking part in an outing.

4.3 Managing medicines on trips and outings:

If children are going on outings, staff accompanying the children must include the Key worker for the child with a risk assessment, or another member of staff who is fully informed about the child's needs and/or medication.

- Medication for a child is taken in a sealed plastic box clearly labelled with the child's name and the name of the medication. Inside the box is a copy of the consent form and a card to record when it has been given, with the details as given above.
- On returning to the setting the card is stapled to the medicine record book and the parent signs it.

All records kept by the service are kept secure and confidential.

4.5 Clothing

Please ensure that your child's personal belongings are clearly labelled with their name, as many may have similar garments. Children should be dressed appropriately for weather conditions and bring a jacket and hat for outdoor activities.

5.Infection Prevention and Control

The spread of infection for staff and children in the afterschool service through the implementation of controls which reduce the transmission and spread of germs. We aim to promote and maintain the health and wellbeing of all the children and staff through the control of infectious illnesses.

Staff must be aware at all times that in their personal and professional hygiene practices and routines they are setting an example for the children.

5.1 If A Child Becomes ILL When Attending the Service:

- Parents/guardians will be informed of our concerns and procedures we are taking **and will be asked to collect their sick child**. We may need to call a GP or use emergency services.
- If a parent cannot be reached the next named on the emergency list will be contacted.
- If a child's temperature is raised it will be monitored, recorded and medication administered, if required.
- **We advise that sick children must be kept at home.**

5.2Exclusion/Illness

It is the policy of this child care service to promote the health and wellbeing of all the children and the staff in the service.

Parents are requested to inform the After School leaders as early as possible in the event of their child developing any of the following illnesses or any other infectious illness:

- Measles
- Mumps
- Chicken Pox
- Whooping Cough
- Meningitis
- Head Lice
- Conjunctivitis
- Ear/Throat Infection

This is in order that a warning notice may be posted in the After School for the benefit of the parents/guardians. If any other member of the family has an infectious illness, parents should consider whether to send their child to the After School.

In the case of contagious conditions such as head lice being noted, it will be brought to the attention of all parents/guardians/carers immediately.

Any child who has been ill on the night prior to After School should not attend the service.

Any child who has been ill during the school day and has been sent home from the school should not attend the service .This is to ensure that any type of sickness is not infectious.

Adults/children who have any of the above infectious illness or the following symptoms will be excluded from the facility:

- High temperature – 101°F or 38°C
- Diarrhoea
- Vomiting

Children and adults are excluded from the facility until:

- A doctor has certified the symptoms are not associated with an infection or
- They are no longer a threat to the health of others in the facility
- The symptoms have subsided

Good hand washing practice is encouraged with anti-bacterial soap, as it has been identified as the single most important way of breaking the infection chain within any facility.

The Guide to Infection, Prevention and Control for Childcare Facilities is available on Tusla.ie to determine the length of time the HSE suggests a child needs to recover from different illnesses.

See link:

<https://www.hse.ie/eng/about/who/healthwellbeing/infectcont/sth/resources/hand-hygiene.html>

5.3 Immunisations:

- **Parents who do not have their children vaccinated will have to sign a disclaimer as the unvaccinated child is at risk.** The disclaimer which amounts to the afterschool service not being responsible should a child pick up a disease due to them being unvaccinated.

5.4 Hand Hygiene:

Hand Washing is the single most effective way of preventing the spread of infection; its purpose is to remove or destroy germs that are picked up on the hands. Therefore staff model this by:

- washing hands after using toilets
- washing hands after outdoor play
- washing hands before and after handling food

All cuts and sores must be covered with suitable dressings.

Staff should always model and explain the reasons for hand hygiene practices:

Children should hand wash:

Before:

- Eating

After:

- Using the toilet/Playing with or handling items in the playground/Handling secretions
- Handling or dealing with waste
- Handling pets/pet litter, animals/cages/animal soil, etc.
- Coughing and sneezing/When hands are dirty

Alcohol-based Hand Rub/Gels:

When soap and running water are not readily available, for example on a field trip or excursion, an alcohol based hand rub/gel may be used (the alcohol content should be at least 60%). The alcohol based hand rub must be applied vigorously over all hand surfaces.

Respiratory Hygiene and Cough Etiquette:

Everyone should cover their mouth and nose when coughing and sneezing to prevent germs spreading. In addition:

- A plentiful supply of disposable paper tissues should be readily available for nose wiping.

5.5 Cleanliness and Hygiene on the premises:

Dealing with spills:

- Good quality disposable gloves must always be used when cleaning up spills of body fluids (vomit, blood, urine and excrement).
- Any spills of body fluids or excrement should be wiped up with disposable paper towels and hygienically disposed of in double plastic bags.
- A supply of clean clothing should be readily available for accidents.
- The area of the accident should be treated with a chlorine bleach based solution, diluted according to the manufactures' instructions using disposable cloths.

Cleaning:

- Mops for general floor washing must be disinfected using rubber gloves and should be left to dry, mop head up and replaced regularly
- All toilets, surrounding walls and wash hand basins must be cleaned and disinfected every day
- Washing up to be done thoroughly in hot water with detergent, using rubber gloves (dishwasher)
- All cleaning cloths and towels to be changed every day. Different cleaning cloths must be used for kitchen and bathroom
- Routing cleaning which may pose a safety risk should not take place when children are on the premises.

5.6 Food and Kitchen Hygiene:

Germs can be spread in many ways while working with foods in the kitchen. In order to prepare food hygienically, it is important to ensure that a high standard of personal hygiene is maintained in conjunction with effective cleaning of food preparation areas and equipment. This is necessary in addition to careful handling, preparation, cooling etc. of food.

Food Purchase:

- Food will be purchased from a reputable source where it is stored in a safe and clean manner
- Food that is past its “best before” date will not be purchased
- Labels on food will be checked for ingredients in order to avoid products such as nuts or animal products in the event of any allergies
- Keep cold foods cold during delivery.

Food Preparation:

- Frequent hand washing and hand washing between tasks is essential
- Staff with cuts and sores must have them covered with waterproof plasters
- Staff who are ill should not prepare food for others
- Food provided for children and young people must be stored, prepared and presented in a safe and hygienic environment

5.7 Outings to Farms or Zoos:

Before/after the visit:

- Contact the farm or zoo being visited to discuss visit arrangements and ensure that adequate infection control measures are in place.
- Be satisfied that the pet farm/zoo is well managed and precautions taken to reduce the risk of infection to visitors.
- Ensure that hand washing facilities are adequate, accessible to small children, with running hot and cold water, liquid soap, disposable paper towels, clean towels, or air dryers and waste containers.

6. Medication Management Policy:

To facilitate promotion of health and wellbeing and to promote an inclusive after school setting this we will work in consultation with parents to ensure the safe administration of medication.

6.1 Procedure:

We do not routinely administer non-prescription/prescription medications. Medicines must only be brought into the service for administration by the afterschool staff when it is essential. This means where it would be detrimental to the child's health if it were not to be administered.

- Designated personnel only are permitted to administer medicine.
- The Manager/person in charge must be informed if your child is taking antibiotics or any other prescription or non-prescription medication.
- A full medical and medicine history must be provided for each child.
- A record of the child's medical history will be required on the Registration Form.
- Essential medicines will only be administered where a parent/guardian has signed a consent form and at the discretion of the Manager/person in charge.
- We will only follow the dosage as instructed by the doctor who prescribed the medication.
- If the administration of prescribed medication requires medical knowledge, individual training is provided for the relevant member of staff by a health professional
- . • **No child may self-administer**. Where children are capable of understanding when they need medication, for example with asthma, they should be encouraged to tell the manger/childcare assistant what they need. However, this does not replace staff vigilance in knowing and responding when a child requires medication.
- If a child refuses to take their medication staff will not force them to do so. But will seek advice from the parent.
- Parents/guardians must keep the service up to date on their child's medical needs.
- Parents/guardians must fill in a specific medicine consent form of the service, authorising the administration of medicine (prescription or non-prescription) to their child. Staff cannot give medicine unless this written permission is given.
- Parents/guardians must hand staff the medicine, which then stored in the fridge or the medicine cabinet. Any form of medication must never be left in a child's bag, including inhalers.
- Medicines must be in their original packaging clearly labelled with the child's name, the current date, expiry date, storage instructions and dosage plus the name of the health care provider that recommended the medication. We will only administer medicine which is licensed for the age group of the child. For example, **an antfebrile medication supplied by a parent for a 6 year-old that is licensed for an over 12-year-old will not be administered.**
- We will always have the documentation available related to the medicine to include directions for use, possible adverse reaction

6.2 Storage of Medicines:

- All medication is stored out of reach of the children/The Manager/person in charge is responsible for ensuring medicine is handed back at the end of the day to the parent.
- For some conditions, medication may be kept at the service. The Manager/person in charge will check that any medication held to administer on an as and when required basis, or on a regular basis, is in date and return any out-of-date medication to the parent to be disposed of.

6.3 Procedures for staff administering essential medicines

(Prescription and non-prescription)/record keeping:

1. Wash hands thoroughly.

2. Staff administering medicines must check:

- The child's name/Prescribed dose/ Expiry date of medicine/ Written instructions provided by the prescriber on the label or original container./Time last dose was given/That the directions and instructions are in English.
- Check parents/guardians have completed and signed 'Administration of Medicines' Consent form and Anti Febrile Medication form if relevant.
- Staff are aware of how the medication reacts with food, fluids or other medications.
- Staff will maintain a record of the outcome of the administration of the medication. e.g. was there a reduction in temperature after administration of anti-febrile agent; has the child developed a rash following administration of medication.

If a child has a temperature and permission for 'Anti Febrile Medication' has not been granted medical advice should be obtained immediately.

Staff must ask for the Manager/person in charge or another member of staff to be present. Ask them to confirm steps 1 and 2 and that the medicine can be administered.

6.4 Anti-Febrile Medication:

Emergency Medication Anti-febrile medication is medication used to reduce a raised body temperature. The most common anti-febrile medications used are: Paracetamol and Ibuprofen (Antifebrile medication is important treatment for high temperatures to prevent febrile convulsions. Parents/guardians are required to complete a form authorising the administration of such medication if the child develops a temperature over 37.5 degrees C. This medication should not be used unless indicated for high temperature or pain as overdose can cause significant medical problems.

Parents/guardians will always be notified by telephone prior to the administration of an un-prescribed anti-febrile medication. If the anti-febrile medication does not reduce the temperature medical advice will be sought by contacting the child's GP, hospital or emergency services and the advice will be followed by the staff.

Medication forms will be reviewed regularly by the Manager to identify children who require frequent or repeated anti-febrile medications. A child in this category may require to be seen by their doctor. Parents/guardians may be asked to supply a medical report.

If the consent form is not signed, then the parent must be contacted immediately **BEFORE** any administration of Anti Febrile Medication' to the child to confirm that it is permissible. Parents/guardians upon returning to the service must then be required to sign the correct permission forms.

6.5 Emergency Medicines

Where medical conditions exist for a child we will develop individual medical care plans which will include the management in the event of an emergency relating to the condition. This will be developed in conjunction with the parents and the child's medical advisers.

6.6 Life Saving Medication and Invasive Treatments:

Adrenaline injections (Epipens) for anaphylactic shock reactions (caused by allergies to nuts, eggs etc.) or invasive treatments such as rectal administration of Diazepam (for epilepsy).

Management must have:

- A letter from the child's GP/consultant stating the child's condition and what medication if any is to be administered.
- Written consent from the parent or guardian allowing staff to administer medication
- Proof of training in the administration of such medication by the by a doctor or appropriate health profession or persons recommended by a manufacturer.
- A copy of such proof may be required by our insurance provider for appraisal so that our insurance can be extended if necessary
- For medicines like Epipens it will be decided on individual cases and if staff are happy and competent to administer them.
- Consent forms. Note: Unused medicine must be returned to parents for safe disposal. Medicines must be stored out of reach of children.

6.7 Medication Errors:

All medication errors will be recorded and we will seek medical advice immediately. We will contact the GP, Pharmacist or other emergency service, depending on the error. Parents/guardians will be informed immediately. Important Note: If parents cannot be reached, the emergency contact persons (as identified on the Child Registration Form) will be contacted.

7. Child Safe Guarding & Protection

7.1 Principles to safeguard children from harm:

Protecting children and young people is everyone's responsibility. The welfare of the child is paramount to us. Therefore, we want to make sure that the children in the service are protected and kept safe from harm while they are with the staff and the students in this organisation by:

- Making sure that our staff and students are carefully selected, trained and supervised.
- Having procedures to recognise, respond to and report concerns about children's protection and welfare.
- Making sure all staff are Garda vetted prior to engagement.
- Having clear codes of behaviour for management, staff and students.
- Having a procedure to respond to accidents and incidents.
- Giving parents/guardians, children and workers information about what we do and what to expect from us.
- Letting parents/guardians and children know how to voice their concerns or complain if there is anything they are not happy about. Having a procedure to respond to these complaints.
- We have a clear reporting procedure to be followed should a staff member have a concern about a child with regard to *Children First (2017) and The Children First Act 2015*
- Having a procedure to respond to allegations of abuse and neglect against staff members.
- The Child and Adult Protection policy will be reviewed annually by the Management.

Risk Assessment

We have carried out an assessment of any potential for harm to a child while availing of our services. We have list of the areas of risk identified (see safety statement) and the list of procedures and /or polices for managing these risks. All of these are available on request.

7.2 Child Protection & Welfare

This service will ensure a safe and secure environment is provided for all our children. Staff members are regularly updated on current child protection procedures. Children First, the Department of Health and Children's guidelines on protecting children from abuse, clearly places a duty on service providers to protect their children. It is the responsibility of this service to report any suspicions about physical, emotional, sexual abuse or neglect to TUSLA. Parents are kept informed unless doing so is likely to endanger the child and confidentiality will be maintained at all times.

If a member of staff is accused of abuse, the matter will be investigated immediately in collaboration with external authorities, and other users of the service will be protected. In some instances, this may mean the suspension of staff from duty.

Aims:

- To create awareness of child protection and welfare issues.

- For staff members to understand how to safeguard children and report child protection and welfare concerns.
- For staff members to be aware of the signs and symptoms of a child being abused, neglected or in any way mistreated by other staff members, parents or guardians.
- To understand the reporting process of a serious allegation and how to deal with the matter appropriately.
- To understand the importance of agencies having effective child protection policies, procedures and practices.
- To ensure the child/children's safety at all times.

7.3 Recognition of Abuse

There are 4 Categories of Child Abuse:

- Neglect
- Emotional Abuse
- Physical Abuse
- Sexual Abuse

Definitions of Abuse

Neglect: Neglect is where the child suffers significant harm or impairment of development by being deprived of food, clothing, warmth, hygiene, intellectual stimulation, supervision, medical care and safety.

Significant Harm: Significant harm is reached when the child's needs are neglected to the extent that his/her wellbeing and/or development is severely affected.

Emotional Abuse: Emotional abuse is normally to be found in the relationship between a parent/guardian and a child not in specific events or pattern of events, it occurs when a child's developmental need for affection, approval, consistency and security are not met.

Significant Harm: Significant harm in emotional abuse is reached when abusive interactions dominate and become typical of the relationship between the child and parent/guardian.

Physical Abuse: Physical abuse results in actual physical harm from an interaction or lack of interaction, which is reasonably within the control of a parent/guardian or a person in position of responsibility or trust.

Sexual Abuse: Sexual abuse occurs when a child is used by another person for his/her gratification or sexual arousal or for that of others.

Signs & Symptoms of Abuse

Neglect:

- Children being left alone without adequate care and supervision
- Malnourishment, lacking food, unsuitable food or erratic feeding
- Non-organic failure to thrive, i.e. a child not gaining weight due not only to malnutrition but also emotional deprivation

- Failure to provide adequate care for the child's medical and developmental needs, including intellectual stimulation
- Inadequate living conditions- unhygienic conditions, environmental issues, including lack of adequate heating and furniture
- Lack of adequate clothing
- Inattention to basic hygiene
- Lack of protection and exposure to danger, including moral danger, or lack of supervision appropriate to the child's age
- Persistent failure to attend school
- Abandonment or desertion

Emotional Abuse:

- Rejection
- Lack of comfort and love
- Lack of attachment
- Lack of proper stimulation (e.g. fun & play)
- Lack of continuity of care (e.g. frequent moves, particularly unplanned)
- Continuous lack of praise & encouragement
- Persistent criticism, sarcasm, hostility or blaming of the child
- Bullying
- Conditional parenting in which care or affection of a child depends on his or her behaviors or actions
- Extreme over-protectiveness.
- Inappropriate non-physical punishment (e.g. locking child in bedroom)
- Ongoing family conflicts and family violence.
- Seriously inappropriate expectations of a child relative to his/her age and stage of development.

Physical Abuse:

- Physical punishment
- Beating, slapping, hitting or kicking
- Pushing, shaking or throwing
- Pinching, biting, choking or hair-pulling
- Use of excessive force in handling
- Deliberate poisoning
- Suffocation
- Fabricated/ induces illnesses
- Female genital mutilation

Sexual Abuse:

- Any sexual act intentionally performed in the presence of a child
- An invitation to sexual touching or intentional touching or molesting of a child's body whether by a person or object for the purpose of sexual arousal or gratification
- Masturbation in the presence of a child or the involvement of a child in an act of masturbation

- Sexual intercourse with a child, whether oral, vaginal or anal
- Exposing a child to inappropriate or abusive material through information and communication technology
- Consensual sexual activity involving an adult and an underage person
- Sexual exploitation of a child, which includes
 - Inviting, inducing or coercing a child to engage in prostitution or the production of child pornography [for e.g. exhibition, modelling or posing for the purpose of sexual arousal, gratification or sexual act, including its recording (on film, videotape or other media) or the manipulation, for those purposes, of an image by computer or other means]
 - Inviting, coercing or inducing a child to participate in, or to observe, any sexual, indecent or obscene act
 - Showing sexually explicit material to children, which is often a feature of the 'grooming' process by perpetrators of abuse

Reasonable Grounds for a child protection or welfare concern include:

- Evidence, for example an injury or behavior, that is consistent with abuse and is unlikely to have been caused in any other way
- Any concern about possible sexual abuse
- Consistent signs that a child is suffering from emotional or physical neglect
- A child saying or indicating by other means that he or she has been abused
- Admission or indication by an adult or a child of an alleged abuse they committed
- An account from a person who saw the child being abused

The guiding principles on reporting child abuse or neglect may be summarized as follows:

1. The safety and well- being of the child must take priority over concerns about adults against whom the allegations may be made
2. Reports of concerns should be made without delay to Tusla

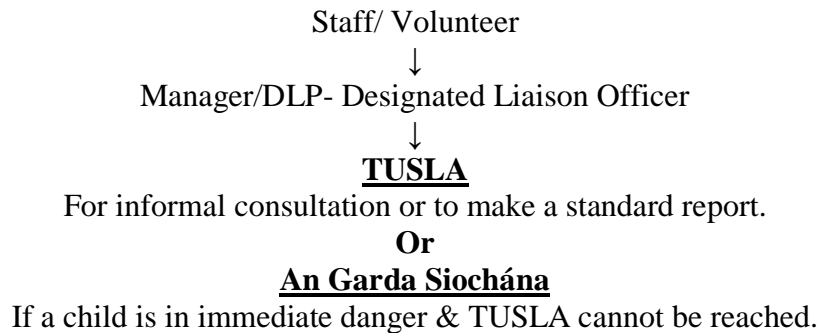
7.4 Suspected Abuse

- Any adult with concerns about a child being neglected, or physically, emotionally or sexually abused, must convey those concerns to the Manager.
- If a child discloses abuse to an adult, that adult must relay the disclosure to the Manager. Following the above two points, observations and records will be kept on the child.
- These confidential records will include:
 - Name, address and age of the child
 - Circumstances surrounding the concern or particular occurrence
 - Time and date of the observations
 - A factual description of the child's behavior/ appearance
 - The exact words spoken by the child
 - Signature of the recorder.
- At this stage the relationship established between staff and parents from the point of the child's enrolment onwards will enable the Manager to approach the parents with the concerns regarding the child e.g. changes in behavior, unexplained bruises/marks where it is deemed appropriate. A second person will be present at this meeting However if it is felt that the child is in immediate danger the Gardaí and TUSLA will be contacted directly.
- The Manager will contact the Company's Designated Liaison Officer, the Public Health Nurse, Social Worker or designated officer in TUSLA for advice and support.
- All the staff of our service will be made aware of the sensitive nature of these matters, at the same time ensuring that no commitments regarding secrecy to appropriate agencies are made.

7.5 Reporting abuse

- If there are still concerns, the Manager will contact the Designated Liaison Person who will in turn contact the TUSLA designated person to discuss the concerns prior to putting them in writing. At this stage all records and observations will be made available to TUSLA and the staff must be aware that confidentiality cannot be guaranteed due to **the Freedom of Information Act 2014**.
- Parents will be informed when a case is referred to TUSLA. Sensitive handling will be required based on advice from TUSLA.
- If an immediate crisis occurs, the case will be referred to TUSLA at once.
- We will continue to welcome the child and family where abuse is suspected in the home throughout the investigation
- With the proviso that the safety and welfare of the child is paramount, we will do all in our power to support the child and family.
- **TUSLA, 134 Bank Place, Mallow, Co. Cork.**
Tel: 022 54100
- **TUSLA, Old Clare Street, Limerick.**
Tel: 061 483091

Procedures for Reporting



Procedure to address allegations of abuse against an employee

- We will appoint an independent people to supervise separately the procedures for dealing with the child and those for dealing with the employee.
- Our primary concern is the protection of the child, with the understanding that we have a duty of care to our employees in the interim.
- We will ensure the fair treatment of employees, treating them with sensitivity and support.
- Following an allegation of abuse against an employee, the following steps will be taken:
 - Action will be guided by agreed procedures, the applicable employment contract and the rule of natural justice.
 - The CEO will be informed immediately.
 - Our priority is to ensure that no child is exposed to risk. Any vital protective measures will be taken immediately. These will be proportionate to the level of risk, will not in any way unreasonably penalize the employee unless necessary to protect children.
 - The follow up on an allegation of abuse against an employee will be made in consultation with TUSLA and An Garda Síochána by arranging an immediate meeting.
 - All care will be taken to ensure actions undertaken by Management do not in any way undermine or frustrate investigations being conducted by TUSLA or An Garda Síochána and we will maintain a close liaison with the authorities to this end.

Designated Liaison Person

Within our After School we have a designated person, who must be neutral and impartial, who deals with any concern that is raised about a child.

Our designated person and our deputy designated for dealing with child welfare concerns is:

<p>Child Protection Officer Name: Maura Quane Corporate Manager Address: Ballyhoura Development CLG, Main Street, Kilfinane, Co. Limerick Contact Telephone No.: 063 30694</p>	<p>Deputy Child Protection Officer Name: Eileen O' Keefe, Development Manager Address: Ballyhoura Development CLG, Main Street, Kilfinane, Co. Limerick Contact Telephone No.: 063 30694</p>
---	--

The Role of the Designated Person and deputy DLP are responsible for Bally After schools):

- To provide information and advice.
- To ensure that the Child Protection Policy and Procedures are being followed.
- To record any concerns.
- To establish contact with the TUSLA Duty Social Worker.
- To make a formal referral- Standard Report Form

The Protection of Persons Reporting Child Abuse Act (1998) provides immunity from civil liability to persons who report child abuse reasonably and in good faith to TUSLA or An Garda Siochana. It must be made clear to everyone that the designated person is not making allegations of child abuse but merely making concerns known to TUSLA, who in turn investigate the situation fully.

Following the raising of concerns, observations will be made and records will be kept on the individual child.

These confidential records will include:

- Standard Report Form
- Name, address, and age of child.
- Circumstances in which the concern arose or a particular incident occurred.
- Time and date of observations.
- A factual description of the child's behaviour/appearance, without comment or interpretation.
- The exact words spoken by the child.
- Signature of the recorder.
- The manager/supervisor should then check out sensitively with parents/guardians/carers any changes in behaviour or unexplained bruises/marks. A **second person** should always be present at such meetings.
“Any professional that suspects child abuse should inform the parents/carers if a report is to be submitted to (the Child & Family Agency), the HSE or to An Garda Siochána, unless doing so is likely to endanger the child”.
- TUSLA may be contacted for an informal consultation where a query is discussed. In this situation the name of the person is taken and the incident documented and the advice adhered to. TUSLA will decide if a formal report is necessary, if so the DLP must complete the TUSLA standard report form.
- It is important for all staff to be aware of the sensitive nature of these matters but to ensure that no commitments regarding secrecy be made.

Disclosure

Definition: The action of making new or secret information known to relevant persons **i.e.** Manager, other staff members or parents (if safe to do so).

Responding to a Disclosure:

Do:

- Stay calm.
- Listen to the child.
- Accept what the child says.
- Reassure the child.
- Maintain confidentiality.
- Remain supportive to the child.
- Records in writing the child's words after disclosure and not during the conversation

Don't:

- Panic.
- Pressurise the child.
- Promise to keep secrets.
- Ask leading questions or details or make suggestions.
- Make the child repeat the disclosure.
- Start to investigate.
- Delay or do nothing.

Disclosure by Adults:

- Consideration must be given to current risk to any child.
- Record the information.
- Report to the Manager/ DLP – (Designated Liaison Person).
- Investigation of adult disclosures frequently uncovers current abuse.

Remember

- The signs mentioned in this policy & procedure booklet about abuse are not a checklist.
- Respond to all observations of worrying behaviour and marks.
- Record.
- Consult with DLP and seek advice from TUSLA and document as appropriate.
- Assessment of abuse must be left to TUSLA and the Gardaí.
- Record accident and incidents.
- Procedures for allegations against workers/parents/guardians from the children.
- Code of behaviour.
- Confidentiality.

8. Behavioural Management, Expectations & Anti-bullying:

We will work with the children to ensure they receive positive guidance, support, and encouragement to finding positive solutions to manage their own behaviour. The service sets realistic expectations of behaviour in accordance to the age and stage of development of the child. We apply rules and expectations fairly and consistently to all children. We do not use any form of physical punishment.

We encourage children to respect themselves, others and the environment. We facilitate children to make positive decisions and choices about their own learning and development to develop a positive sense of self. We aim to facilitate a happy, caring environment with stimulating activities for all children. In the case of a particular incident, or persistent unacceptable behaviour, we will *always* discuss ways forward with the parent(s)/Guardian of the child.

We will NEVER inflict corporal punishment on a child.

8.1 Behavioural Expectations:

Code of Behaviour

Staff Should:

- Get to know each child individually.
- Consider the safety and protection of the children at all times.
- Be aware of risks involved in contact sports & other activities.
- Never physically punish or be verbally abusive to a child.
- Be aware of favouritism i.e. spending a great deal of time with any one child.
- Respect the personal space, safety and privacy of other staff members.
- Be positive with the children.
- Set clear boundaries about acceptable & unacceptable behaviour within after schools.
- Listen & respond appropriately to the views & concerns of the children.
- Ensure one adult is always present during any activity.
- Respond quickly and appropriately to serious complaints made by a child or their parent/ guardian.
- Staff should always follow child protection guidelines as implemented by the After Schools.
- Provide feedback to parents.
- Encourage children to express their feelings in a positive way when conflicts arise between other children.
- Know at all times where & what each child is doing.
- Never make promises to a child you can't keep.
- Treat all children the same in line with the Equal Status Act 2000-2004.
- Never take children on a car journey, unless there are clear agreements in place.

- Never engage in physical horseplay.
- Never do things of a personal nature that children can do for themselves.
- Never contact a child through social networking sites; such as Facebook, Twitter and Ask FM.
- Create a welcoming environment for the children & parents in their service; ensure all staff are friendly to parents.
- Think about time & place when you need to have a serious conversation with parents, never in front of children or other parents.
- Start with positives about the child when speaking to a parent; ensure the parent knows you care for their child.
- Never inappropriately touch (rough-handling, caressing, breast, buttocks & groin-unless it is part of intimate care/first aid), hitting, slapping, spanking, if the child is resisting or it's not appropriate for the age or developmental level of the child.
- Never blame, get defensive or take things too personally.
- Make sure each child is happy & has fun!!!

Children Should:

- Be encouraged to report cases of bullying to a member of staff.
- Listen to staff members when being spoken to.
- Treat each other & staff members as they would like to be treated.
- Never intentionally leave another child out of games or activities.
- Sit at their assigned seat at dinner & homework times.
- Help each other and staff during clean up times & homework times.
- Never physically or verbally hurt each other.
- Never use bad language when in after schools.
- Listen when someone has an idea input or opinion.
- Not tell lies.
- HAVE FUN!!!

Parents Should:

- Be encouraged to communicate with the Manager if they have any comments/queries about the service.
- To communicate in a respectful way to all staff members.
- To inform the Manager if there is any change in dietary/ personal requirements of the child in writing.
- To inform the Manager if the child will not be attending the service on the day of absence before 12pm.
- Only contact the Manager outside opening hours if the matter is of extreme urgency, i.e. in relation to a Child Protection or Health & Safety issue

8.2 Parental Involvement

The service affirms the crucial role of parents as primary educators of their children. The service is committed to working together with parents to ensure quality care and learning for their child within this after school service. It is the policy of the service to be open, inclusive, welcoming, accepting, and respectful of all parent/guardian/carers using the service.

- It is our policy to work in close collaboration with parents/guardians. We recognise and value the role of parent(s)/guardians in their child's life in supporting positive behaviour, working in partnership with parent(s)/guardians is important. It is our policy to inform parent(s)/ Guardians at the enrolment stage, of the policies and procedures in relation to behaviour. The supporting positive behaviour policy will be explained, in doing this, a consistent approach can be adopted.
- Parent(s)/guardians are encouraged to share any difficulties/concerns which they may be experiencing regarding the child's behaviour for example bereavement, illness, a new baby etc.

8.3 Equal Opportunities

It is the policy of this service to recognise and respect the rights of all adults and children associated with the service, to promote equality of access and participation and eliminate discrimination on grounds of culture, race, gender, disability and social background.

8.4 Special Needs

This service is committed to the integration of children with special needs. We believe that the development of young children with disabilities or special educational needs is more likely to be enhanced through attending services for all children.

Every effort will be made to accommodate a child with special needs/requirements. Where possible, this will be done through the physical adaption on premises and/or the provision of staff training.

Increased child ratios will be implemented if a child with special needs is attending the service at the discretion of the manager.

8.5 Behaviour Management

The promotion of positive behaviour will be encouraged at all times. We aim to encourage self-discipline and consideration for each other, our surroundings and property. Service rules are concerned with safety and care and respect for each other. We will establish and show the children clear boundaries and make them aware of routines and procedures and let them know what is expected of them.

Parents may be asked to meet staff or vice-versa to discuss their child's behaviour, to discuss any relevant issues so a positive outcome can be reached in partnership to the benefit of the child.

By positively promoting good behaviour, valuing co-operation and a caring attitude, we hope to ensure that children will develop as responsible members of society.

Behaviour Management Procedure

Despite our attempts to encourage positive behaviour, children will misbehave at times. Some level of misbehaviour is perfectly normal. The following approach will be implemented in relation to behavioural management.

Step 1: Understand the Cause:

Misbehaviour occurs for many different reasons. Carefully observe when the problem occurs, who is involved, and what the child gains from the misbehaviour.

Children can misbehave for the following reasons:

- The child simply cannot recognise what misbehaviour is
- The child is seeking attention
- The child has entered into a power struggle with an adult
- The child is seeking revenge on someone for something that has happened
- The child feels defeated by the situation

Step 2: Respond to the Situation:

Once you know the cause of the problem, you can select among a variety of guidance and disciplinary techniques, which include:

Change the Situation:

Some problems can be solved simply by changing the setting, such as the physical space or the activity

Redirect the Child:

Many behaviours are not really wrong, they just occur in the wrong place or at the wrong time. A child who is running in the hall can be redirected to the sports hall.

Teach the Child:

Many problems occur because children have difficulty understanding the feelings and needs of others. Sometimes they don't know other ways to behave or communicate. Whatever the reason, try to deal with it in private, not publicly.

- Younger children are concerned primarily with their own needs. They need help in learning that others have feelings and needs as well
- Older children often do not realise that younger children have more limited abilities, they need help in understanding that a five-year-old has trouble kicking or hitting a ball, for example, so they must kick the ball more slowly to them
- Help children learn to substitute acceptable behaviour for unacceptable ones. Ask them to think of acceptable words to use when angry rather than swearing, or help them reduce arguments and fights with someone who makes them mad by counting to 20, just walking away, or telling the other child to stop.

Step 3: Establish Consequences:

Children need to realise that there are consequences to the choices they make.

It is important that you understand what is causing the problem when choosing a consequence. Provide consequences only for those behaviours that are worth correcting, ignore undesirable behaviour as much as possible, and redirect inappropriate behaviour when necessary.

Approaches to Dealing with Behaviour Problems

As children grow older, they become increasingly able to regulate their own behaviour. It is important to recognise this growing ability by allowing them to problem solve on their own.

However, some problems are best handled by working directly with individual children.

- Allow time for the child to calm down before attempting to discuss a problem
- Find a quiet and private place to talk
- Discuss the matter in a calm, solution oriented manner
- Younger children may need to have you carefully outline the problem
- Older children need to identify the problem and possible solutions on their own. This respects their need to be in control of their behaviour
- As the child talks, interpret the reaction of others involved in the situation, and help the child realise how his or her actions affected them.
- Remind the child about the rule that was violated.
- Enforce any consequences that have been established for breaking the rule. If you are not yet sure what the consequence should be, tell the child you will think about it and set up a time to discuss it in the near future. Be sure to follow through.

Managing Severe & Challenging Behaviour:

ABCD: Action Behaviour Choice Decision is our **evidence based method** :

Severe and challenging behaviours are frequent and repeated actions by a child that impact significantly on other children and the child themselves. The child may also find it difficult to engage in the activities being undertaken. In this type of situation, the behaviour has not improved using the usual behaviour management strategies and may often require more intensive one-to-one support to the child. Staff understand that it is important to recognise in managing severe/challenging behaviour that there is a problem.

Staff will discuss the behaviour problem with the designated person who has overall responsibility for managing children's behaviour problems to put an action plan together. This will be done with consultation with the parents.

8.6 Bullying

Bullying is repeated aggression. It may be verbal, psychological or physical, that is conducted by an individual or group against others. It is behaviour that is intentionally aggravating and intimidating and occurs mainly among children in social environments such as schools.

It includes behaviour such as physical aggression, cyberbullying, damage to property, intimidation, isolation/ exclusion, name calling, malicious gossip and extortion. Bullying can also take the form of abuse based on gender identity, sexual preference, race, ethnicity and religious factors.

Being bullied affects a child's self-esteem. They can become withdrawn and insecure, more cautious and less willing to take risks.

Being victimised can leave lifelong emotional scars.

Bullying also affects any child who should witness it

Signs of a Young Person Being Bullied:

- Reluctance to come to the service or participate in activities
- Physical signs (unexplained bruising, scratches)
- Fearful behaviour
- Having few friends
- Change in behaviour
- Not eating
- Anxiety

Steps to Counteract Bullying:

- Teach children to negotiate, co-operate and help others
- Explain to children that bullying is unacceptable behaviour
- Foster in each child a feeling of self-worth and encourage each child to develop to its full potential

In the After School setting as the children are under supervision at all times, a potential bullying case will be seen and dealt with in the early stages:

- The victim is spoken to, to identify if he/she was being bullied – reassure the child and allow them to verbalise their feelings about what actually happened
- Actively listen
- A special meeting is called between the parties involved and some bystanders
- Ensure that the severity of the topic is clearly understood
- Speak only of the hurt caused in general terms. The victim's name is never mentioned
- Explain the feelings of loneliness, feeling left out, rejected or laughed at
- Ask the group in general would they like it, if it happened to them
- Explain that privileges will be suspended if this behaviour continues and that everybody loses out
- Ask the group how they would solve the problem

- In the event that a child's behaviour is such as to disrupt the running of the After School, or that the behaviour is a danger to themselves or others, staff will speak to parents/guardians/carers to discuss the situation
- Explain that bullying or intimidating behaviour is not tolerated and that a child or children may not be allowed continue in the service if such behaviour continues
- Continually assess the situation and promote a team approach where the children look out for each other.
- In cases of serious instances of bullying where the behaviour is regarded as possibly abusive, the after school staff may need to make a referral to Tusla and/ or An Garda Síochána.

8.7 Management of cyber bullying:

What is cyber-bullying?

This bullying above that occurs over the internet or via mobile phone. Cyber bullying can take many forms which include:

1. Text messages – can be threatening or cause discomfort. Also included here is 'Blue jacking' (the sending of anonymous text messages over short distances using bluetooth wireless technology).
 2. Picture/video-clips via mobile phone cameras – images sent to others to make the victim feel threatened or embarrassed.
 3. Mobile phone calls – silent calls, abusive messages or stealing the victim's phone and using it to harass others, to make them believe the victim is responsible.
 4. Emails – threatening or bullying emails, often sent using a pseudonym or somebody else's name.
 5. Chat room bullying – menacing or upsetting responses to children or young people when they are in a web-based chat room.
 6. Instant messaging (IM) – unpleasant messages sent while children conduct real-time conversations online using MSM (Microsoft Messenger), Yahoo Chat or similar tools.
- Bullying via websites – use of defamatory blogs (web logs), personal websites and online personal 'own web space' sites such as You Tube, Facebook, and Myspace, Snapchat, Tick Tock or any such site that may be developed in the future. Game consoles which have internet access and internet gaming opportunities to connect with others.

Our advice to our afterschool children on prevention and control of cyber bullying:

- If you are being bullied by phone or the Internet:
- Remember, bullying is never your fault, but it is something over which you can have an influence. It can be stopped and it can usually be traced.
- Don't ignore the bullying. Tell someone you trust, such as a teacher or parent or call an advice line (e.g. Childline).
- Never give out your personal details online.
- Keep and save any bullying emails, text messages or images. Then you can show them to a parent or teacher as evidence.

- If you can, make a note of the time and date bullying messages or images were sent, and note any details about the sender
- There are plenty of online resources advising on how to react to cyber bullying e.g. www.esafety.ie.

Our policy is to minimise opportunities as much as possible within the afterschool premises for cyberbullying.

- Children are not permitted mobile phones, computers, gaming consoles, iPods/mp3 players within the service
- Children are not permitted to have a mobile phone switched on while on the school premises and grounds.
- However, we recognise some children **may need access** to their mobile phone **before or after leaving the service to contact parents/ guardians/carers.** Phones should be kept in the child's school bag at all times or given to a staff member during the After-School Service aside from the aforementioned circumstance.
- Staff Phones are to be only used for afterschool business such as contacting parents, booking trips etc. and Ballyhoura After-School Service recognises that from time to time an occasional personal call may have to be made. However, excessive use of phones for non-business use is not permitted.
- There is a laptop in each of the afterschool services however children are not allowed to access them and this prohibits opportunities to engage in any inappropriate activity online. Parents are made aware of this policy at afterschool enrolment and in our policies and procedures handbook.

8.8 Internet Policy & Mobile Phone use

Internet Limitations

The internet is a valuable business tool which gives access to an array of information. In order to prevent it becoming a time consuming distraction from business activities, employees are not permitted to use it except for business related reasons during working hours.

- Access to appropriate sites is permitted to employees for school business purposes and children who are granted permission to use it for school work
- If children need to access the internet for school related work permission will be sought and monitored at all times by a staff member when they are using the internet. Access to any inappropriate sites, or sites with the risk of such materials, is prohibited at all times by staff and children alike.
- No employee is permitted at any time to download files from the internet without the permission of the company. This is for the protection of Ballyhoura Development to reduce the risk of viruses and ensure large storage space are not taken up with unnecessary files.

- Ballyhoura Development has provided access to the internet for business purposes as well as a research tool for staff members and after-school children. The practice of downloading text, pictures, jokes, etc., from the internet and distributing them to other employees or persons outside of the facility is prohibited.

8.2 Mobile Phones

- Staff and company phones are to be used for business purposes only during the afterschool session. Ballyhoura After-School Service recognises that from time to time an occasional personal call may have to be made. However, excessive use of phones for non-business use is not permitted.
- **Children are not permitted mobile phones, computers, gaming consoles, ipods or mp3 players within the afterschool service.** We also cannot be held responsible for loss or damage to them.
- **If a child needs to contact their parent/guardian (eg if feeling unwell) staff can do this on their behalf.**
- However, we recognise some children may need access to a mobile phone and if this is the case it should without exception be kept in their bags turned off at all times when in the service, If a child has a mobile phone or any type of an electronic device turned on during the afterschool service session **we will confiscate the item for 3 days while also informing parents of this.**
- If a parent/guardian feels that it is essential for their child to have their phone (e.g. if they are walking home), the phone can only be turned on after they leave the service to contact parents/ guardians. **Again the service can contact the child parents on their behalf if required to do so**
- **Having a mobile phone or electronic turned on in the service is considered a serious misbehaviour.**
- **Using a mobile phone or electronic device to facilitate and/or take part in intimidation or bullying type activities is considered gross misbehaviour**

8.9 Confidentiality

Confidentiality is of the utmost importance to us in the After School setting. All information relating to children and their families, the child's progress within the service will remain confidential and will not be discussed outside of the service without the prior permission of the parents/guardians.

Confidential information is shared only with the staff members who need the information to effectively perform their jobs.

Should there be a suspicion regarding child abuse, the staff member who suspects that there might be an issue shall contact the designated person within the After School structure.

Staff personnel files are also confidential and shall not be discussed without prior consent. All records will be stored and processed in accordance with the Data Protection Act.

9. Complaints& Comments

We are committed to giving careful attention and a courteous, timely response to your suggestions, comments or complaints so that we can learn from them and continuously improve our afterschool service. This policy will be communicated to all children and parent/guardians using our afterschool service.

9.1 Complaints & Comments

The service welcomes children and parent/guardian views in the development of the service. It is the policy of this service to give careful attention and a prompt and courteous response to any suggestions, comments or complaints, thereby ensuring the development of a high quality child care service that meets the needs of children and parent/guardian/carers. There is a separate child friendly complaints policy which outlines how children will be supported in making a complaint and how it will be dealt with.

Comments:

Parents/Guardians should:

- Be encouraged to communicate with Deirdre Dore, Childcare Coordinator if they have any comments/ queries about the service.
- To communicate in a respectful way to all staff members.
- Only contact the Manager outside opening hours if the matter is of extreme urgency, i.e. in relation to a Child Protection or Health & Safety issue Complaints Policy & Procedures • All complaints must be made to Deirdre Dore, Childcare Coordinator who will in turn pass it on to their line Manager in Ballyhoura Development CLG. We always welcome feedback (positive or otherwise). If this does not have a satisfactory outcome within a couple of weeks or if the problem reoccurs, the parent should put their concerns or complaint in writing. In the event that the complaint is in relation to the Manager of the setting, complaints can be written and addressed directly to Maura Quane, The Corporate Manager, Ballyhoura Development CLG, Main Street, Kilfinane, Co Limerick or via email to mquane@ballyhoura.org
- Complaints will be dealt with in an open and impartial manner. The complaint will be documented and remain confidential.
- Every attempt will be made to resolve the matter as quickly and amicable as possible
- The parent will be sent an acknowledgement that the complaint has been received and told how it will be dealt with, by whom and within a specified time frame specified by Ballyhoura Development CLG.
- Ballyhoura Development CLG will keep dated records summarizing what was said and by whom.
- In the case of a complaint made against a staff member, the staff member involved will be informed that a formal complaint has been made and given full details.
- Ballyhoura Development will arrange to meet with the staff member and discuss the lodged complaint. The management team will keep a record and document what was discussed.

- Ballyhoura Development will review the complaint and consider all the relevant information as discussed and a decision will be made and recommendations if necessary.
- If a resolution is not found within 28 days of the Manager's investigation and report, the complainant will be advised on the options to complain elsewhere or will be offered independent mediation.
- If a parent is not satisfied with the outcome, they may make a further written request to go to an independent mediator, one who is acceptable to both parties, to listen to both sides and offer advice.
- A mediator has no legal powers but can help to clarify the situation. Staff or volunteers within the service will be able to act as mediator if both parties wish.
- The mediator will help to define the problem, review the actions taken so far and suggest further ways in which to resolve the problem.
- The mediator will keep all discussions confidential. S/he will meet with the group if required and will keep an agreed written record of any meetings that are held and of any advice given.

If a complaint involves a child protection concern, a separate reporting procedure will be followed in line with our Child Protection Policy.

- Therefore, separate agencies may become involved to which a complaint may be referred may include such organisations as Tusla, HSE, DCYA, HSA depending on the nature of the complaint.
- Ballyhoura Development will inform all parties involved of the outcome of the complaint made.
- All completed forms/ correspondence will be recorded in the child's file and a copy kept in a separate complaints file.
- Complaints will be kept on file for 2 years and are open to inspection.
- A copy of the Company complaints procedure is available on: <http://www.ballyhouradevelopment.com/complaints>

9.2 Management of Unsolicited Information to Tusla

The Afterschool Years Inspectorate may receive information volunteered by parents, staff, or members of the public about our service This is known as unsolicited information, and it can include comments, complaints, or concerns.

- Unsolicited information which is deemed not to fall under the scope of the 2018 Regulations may be referred to another agency for action as appropriate by Tusla. We will cooperate fully if a complaint is referred to another agency and follow our policy in investigating the complaint ourselves.
- Unsolicited information which is deemed to fall under the remit of the Regulations is then risk rated by the inspectorate to determine if there is a risk to the health,

safety, and welfare of child in the service. Again, we will fully cooperate with any review/risk assessment carried out by Tusla.

- If the risk to children is assessed as low by Tusla, it may not investigate but our service will be required to investigate the matter in line with this complaints policy.
- When investigating the complaint, we may need to refer to other policies and procedures or follow our employment/staffing policies and procedures.
- If there is an unsolicited complaint, we will act promptly to endeavour to resolve the issue as quickly as possible.
- Like all other complaints, we will log unsolicited information and retain for inspection for 2 years.
- We will keep all parties informed of the progress of a complaint.

10. Admissions and Enrolment

10.1 Over Subscription:

In the event of places being full, a waiting list will be kept and the following will apply when allocating a place:

- Priority to the date they placed their registration form will determine where they are on waiting list
 - Priority to full time (5 days)
 - Existing Children
 - Children that want avail of the service for all their primary school years and the school they attend is located locally
- The Manager will advise parents/guardians of their child's place on the waiting list, upon request.

Procedure:

- The service cannot '**hold**' a place for a child who is not starting at the beginning of the afterschool term. For example, if a child wants to attend the afterschool service after the term commences for e.g January a place will only be available if there is a vacancy. If parents/guardians want to guarantee a place in January, they may be required to enrol their child in September
- If a parent/guardian wishes to increase the number of days their child is attending the service, this will only be possible if there is a vacancy. For example, if your child is currently attending three days a week and you wish to extend to five days, this may not be possible if the service is full.
 - All details regarding a child's Application Form must be completed and any relevant important information or specific diet or health requirements must be noted.
 - We reserve the right to terminate our services.
 - In the event that we cannot offer your child a place in the service, we will keep them on our waiting list.
 - Parents/guardians should familiarise themselves with our policies and procedures; they will be reviewed and changed according to regulation and best practice.

10.2 Attendance:

It is essential to the efficient running of the service that you inform the Manager if your child is unable to attend the service and follow up with a telephone call to inform the Manager when the child will be returning. It should be noted that the income received by the service from the DCYA is based on the child attending the days they are registered for. A register of the times and days that children attend is kept. **Continued failure to attend may result in your child's place being lost.** Special circumstances will be given if your child has a serious illness/medical condition or a family tragedy has occurred.

11. Withdrawal from the Service (updated Oct 2021)

11.1 Behaviour

The policy shall apply to all afterschool children attending the afterschool service during all after school related activities.

If an appropriate behavioral action plan that is mutually decided upon with the manager of the service has been exhausted and the child's behaviour is still disrupting the running of the after school service. The next step is the after school manager will make judgements based on a common sense approach having regard to the age or vulnerability of the child and the gravity and frequency of any misbehaviour. There are 3 Misbehaviours that the service follows:

- **Minor Misbehaviours:** *Being discourteous or unmannerly / Not attempting to complete homework without good reason (to include a note from a parent/guardian/teacher) / Inappropriate behaviour or gestures / Name calling / Minor infringement of the afterschool rules*
- **Serious Misbehaviours:** *Constantly disruptive in class/ Bullying / Answering back an afterschool staff member / Continuously not completing homework / Endangering self or fellow pupils in the afterschool room or the yard/park / Using unacceptable language / Deliberate, continual disobedience/ Spitting*

If a child is deemed to exhibit minor or serious behaviours one or more verbal warnings will be issued. Please note that if two warnings are issued the next step is a written warning and immediate suspension for 7 days.

- **Gross Misbehaviours:** *Leaving afterschool premises without permission or at school collection time. Persistently engaging in activities which have been identified by members of staff as dangerous or inappropriate / **Aggressive, threatening or violent behaviour towards a member of staff or another pupil;** (e.g. physical violence, striking, nipping, biting, spitting) / Vandalism / serious inappropriate behavior / assault)*

Gross misbehaviour will warrant a written warning and immediate suspension from the service for a period of 7 days:

11.2 Procedures involving 3 warnings:

If disruptive or disrespectful behaviour continues after a behavioural plan has been exhausted there will be 3 warnings given This will be implemented through:

- **2 verbal warnings (also in the form of a written notice) from the manager in charge to the child and parent/guardian.** They will be informed if this misbehaviour is minor or serious
- **A Third warning is a final written warning notice (or gross misbehaviour) which means the child is immediately suspended from the service for 7 days. The warning is given by the manager of the particular service to the child and parent/guardian.**
- The next step is the child will be allowed to return after the suspension period and their behaviour will be monitored for the next 28 days. If the said behaviour has not improved within this timeframe the final step is the **child will have to withdraw from the service.**

12. Parent/Guardian Code of Conduct

The policy shall apply to all parents/guardians whose children are attending the afterschool service during **all after school** related activities.

12.1 At Ballyhoura Afterschool service we take our responsibility in relation to personal interactions very seriously. This includes the children who use the service, their parents / guardians and the staff.

Parents / guardians likewise, have responsibilities around their interaction with children (their own and others) and with afterschool staff in the service. It is expected that parents / guardians will support the respectful ethos of our afterschool by setting a good example in their own speech and attitude towards all members of our community.

At Ballyhoura Afterschool Service the following guidelines for **respectful interactions** from parents are:

- If an incident occurs in the afterschool service, the staff will handle the incident and will speak to the parents and children involved, as per the policy booklet.
- Parents are requested not to confront other parents about any incident that occurs in the afterschool, but to allow the staff to deal with these incidents internally.
- Never to discuss other parents or children in front of children.
- Refrain from inappropriate social conversations in front of children.
- Be courteous to other parents, staff and children.
- **Should there be an issue, please speak to one of the staff (ideally, the service manager) to arrange to meet the manager face to face for a meeting. Following on from this if you feel your issue has not been resolved, follow the Complaints Procedure in the policy booklet on pg 44 or directly through the website <http://www.ballyhouradevelopment.com/complaints>**
- **Refrain from sending text messages, what's app messages or through any other social media platforms to contact staff.**
- **Refrain from contacting the manager outside of the afterschool service hours**
- Refrain from using mobile phones on the premises except in the case of emergency
- Refrain from taking photographs of your own child or other children. An exception is made for special occasions.

12.2 For Health & Safety, the following guidelines need to be followed:

Parents who collect a child during the day when activities are in full progress are asked not to interrupt the work of the afterschool staff.

- Refrain from bringing family pets into the services premises or grounds (even if on a lead).
- Supervise your children during collection or while visiting the afterschool premises
- Following collection, supervise your children around parked cars and grounds of the service.
- Respect the afterschool environment, which includes keeping it tidy and by not littering.

- To follow the parking rules when delivering and collecting children from the afterschool.
- Smoking / vaping, consuming alcohol or other drugs or entering our premises whilst intoxicated.

In order to foster a peaceful and safe afterschool environment, the following behaviours will not be tolerated from Parents / Guardians; some of which will result in the child / children losing their place in the service:

- Threatening or abusive language or the use of physical aggression towards a child, a staff member, or another parent/guardian will not be tolerated under any circumstances. This includes abusive or threatening emails, phone or social network messages.
- The use of loud, offensive or racist language or temper displays.
- Approaching a child in order to discuss or chastise them.
- Physical punishment against your own child on our premises.
- Damaging or destroying our property.

After-Schools Policies & Procedures

I, the undersigned confirm that I have received and understand the After-Schools Policies and Procedures of Ballyhoura Development CLG containing all relevant policies and procedures pertaining to the enrolment and participation of my child(ren) / the child(ren) in my care in the After-Schools service and agree to abide by same.

Parental Signature _____

Date _____

General

It has been made clear that if I am unsure of any policy / procedure or if I have any queries I should contact the After-Schools Manager to seek clarification.

I understand that if there is continuous ongoing behavioral issues in relation to my child I will need to attend a meeting with the After School Manager to decide on an appropriate behavioral action plan that is mutually decided upon.

I understand that if my child does not need collection and/or will be absent from the service I will contact the After School facility before 10am on that day.

Parental Signature _____

Date _____

After School Managers Signature _____

Date _____

