

## **Welcome to our 'Just Kidding Crèche'**

Please read the information contained in this booklet to assist you in settling your child into our Crèche and to answer any questions you may have. Our Crèche Policy Manual is located in the crèche reception area for more detailed information.

Although we are an unlicensed facility, we still have been given operating regulations and guidelines by the Department for Communities and we strive to provide a safe and friendly environment for our families. Some of the guidelines are listed on the adjacent page.

### **Staff**

Most staff employed at the Just Kidding Crèche hold a qualification in Early Childhood Education and Care or equivalent. All of our staff hold a minimum of Provide First Aid and CPR certificates, and majority are trained in Provide Emergency First Aid Response in and Education and Care Setting (which includes asthma and anaphylaxis management)

All of our staff hold a current Working with Children Check.

Please see staff profile wall for more information about our staff.

### **Enrolling your child:**

An enrolment form must be completed for each child with a copy of the child's immunisation attached before your child can attend crèche.

To enable us to comply with relevant regulations, the following needs to be adhered to:

- a child must have reached 8 weeks of age;
- a parent or other relative of the child to stay in the centre so they are available to attend to the child's immediate physical needs;
- each care session does not exceed 3 hours; and
- the care sessions in any week do not exceed 12 hours
- Please ensure you sign your child in and out using sheet located within the crèche, also indicate where you will be within the centre so a staff member can quickly locate you if required.

## School aged children:

School children from 5 to 10 years can only attend during school holidays and pupil free days.

Any other time is considered truancy from school (including a child who is sick or injured) and cannot attend outside of these times.

## What To Bring – label everything please

- A Bag – clearly labelled (we have labels at crèche reception if required)
- Healthy snacks, please see our 'food policy'
- Drink Bottle with water only please
- Nappies and bibs
- Change of clothes
- Hat: Wide brimmed or legionnaire style
- Sunscreen (optional, we do have sunscreen for parents/carers to use)

## Booking Policy

Bookings are essential to secure your child's attendance. If you do not have a booking, you risk being turned away as we may be fully booked.

We use "Yep Bookings" as our booking system. Parents can book, cancel and manage their bookings through this portal with their individual login. To create an account follow the 'Crèche Bookings' button located on our web site home page. Enter your details and you will receive an email to activate your account.

Once you have your account set up you will need to purchase credit from our reception and then you will be able to book your children into our crèche. We suggest you always have credit on your account so you can book online at any time, day or night.

To help get you started you can also obtain a 'Parents guide to YEP' – either from reception or on our crèche page through our ERC web site.

Once you are logged in and have credit, the booking system allows you to book up to 14 days in advance and is separated into two tabs - 'under 1 year' and '1 to 10 years', so please book your children into the appropriate tab.

- Crèche credits can be purchased at reception
- You will need to sign your child in and out upon entering the crèche.
- You can use up to 3 hours of care for each session
- You can cancel a crèche booking right up until 7.15am
- If you are late collecting your child after our crèche closing time you will be charged another credit per child off your account.

## Our Philosophy

The Eaton Recreation Centre's *'Just Kidding'* Crèche is a child focused place where children, families and staff are recognised as equal and valued individuals.

We recognise the value of play, so each child will be encouraged to develop to their full potential within a safe, caring and supportive environment. The centre promotes a healthy lifestyle.

## Food Policy

The crèche encourages all families to provide children with healthy snacks and drinks for morning tea.

Due to food allergies and intolerances, (some of these can be life threatening) it is vital that parents follow these guidelines:

- Only supply food for your child that is in our 'acceptable food' list.
- Avoid cling wrap, please supply food and drinks in suitable containers that are clearly marked with your child's name on them.
- Please leave food and drink in your child's bag.
- Food cannot be shared, unless they are siblings/related.

<b>Acceptable Foods</b>	<b>Do not bring these foods:</b>
Water, Milk	Cordial or fizzy drinks
Fruit, Vegetables	Nuts, including Nutella and peanut paste
Biscuits	Fish spreads
Crackers	Popcorn (choking hazard)
Sandwiches	Chocolate
Cheese, Yoghurt	Egg (eggs are ok in baked items)
Cooked Meats	<b>We also discourage:</b>
Health bars, protein balls and muesli bars are all OK, as long as they do not contain nuts.	Highly processed or highly sugared foods Potato chips, Burger Rings, Twisties etc

## Sun Protection

Our Sun Protection Policy has been developed to ensure that all children, employees and families are protected from skin damage caused by the harmful ultraviolet radiation from the sun.

The Centre will require children and staff to wear hats that protect the face, neck and ears whenever they are outside. (legionnaire or broad brimmed style hats are preferred). Children who do not have a hat will be asked to play in an area protected from the sun.

We recommend children wear loose fitting clothing that protect as much of the skin as possible for outdoor activities. Singlets and tops that do not cover the shoulders are not recommended.

SPF 30+ sunscreen is recommended during summer months.

The centre provides sunscreen, but we ask that parents apply this to their child upon entering the crèche.

If you would like to supply your own sunscreen, please apply this prior to placing your child into care and also have it available in your child's bag if it needs to be reapplied.

## Parent Communication

We welcome parent feedback, including your grievances and concerns, as we consider this will help to improve the service we provide.

Feedback forms are located at reception or you can speak to our Crèche Supervisor.

Our crèche can sometimes get very busy, so please understand that staff may not always have the time to stop and talk as they are busy looking after children.

## Expectations

### Quality Care Within Our Crèche

At '*Just Kidding Crèche*' we strive to offer a safe, happy and stimulating environment for our children, however, to enable us to achieve this we rely on parents to communicate with crèche staff and also respect our policies and guidelines.

We operate on a staff to child ratio, this is not a legal requirement, it is more an industry best practice guideline, this is why we need children to be booked in and cancelled if not attending.

### Expectations of Care

As we are a crèche, not a long day care, parents expectations need to be realistic regarding the time frames and environment we can provide. Children only stay with us for a short time and we may not achieve everything we would like to do within this time frame. We focus on the child's immediate needs and hope to make their stay a happy one.

### Parents Expectations

Please do not bring your child into the crèche with a dirty nappy or foods that take a long time to prepare or feed to the child, the staff often just don't have enough time in the morning to attend to such requests.

Always provide a bag containing spare clothes, hat, nappies, suitable food and a drink of water each day.

Please label the bag and all other items, especially drink/milk bottles.

To help settle your child please provide comforters such as dummies, pram, special blanket/cuddly toy etc. and be consistent with these items and the routine of settling in your child.

## Evacuation of the Centre:

Parents, please note that in the event there is an emergency evacuation, crèche staff will be locking the crèche door and exiting out of the building via the outside gate. They will then proceed to take all children to the emergency assembly area, this is determined at the time of emergency.

You may be asked to help with moving children to ensure their safety. Parents can only remove their children after seeing a senior staff member.

## Health, Sickness & Cross Infections Policy

Our crèche aims to provide a healthy environment in which children will grow and learn about the world around them. The application of preventative measures through an infection control process aims to prevent the spread of infections and will be followed by all people in the crèche at all times.

All staff are required to observe and maintain high standards of hygiene in the provision of the crèche. Staff and children will be encouraged to wash their hands:

- At time of entering and leaving crèche
- when handling or eating food
- after handling bodily fluids, toileting or changing nappies
- after playing outside
- after sneezing, coughing or blowing nose

***Please ensure that all children's belongings are clearly labelled, this is to avoid cross contamination and also avoid giving a child something that is not theirs, such as food.***

In order to prevent cross infection, sick children will not be admitted. Please do not bring your child into the Crèche if they have any obvious illness, including:

- A Cold (excessive sneezing, runny nose and generally being unwell)
- Conjunctivitis
- Diarrhoea or Vomiting – *Child cannot attend for the next 24 hours after having symptoms*
- Cold sores or School sores
- A Rash – *If your child has an unidentified rash, we ask that you seek medical advice and provide a medical clearance before returning to crèche. If the rash is known to you (e.g. eczema) please inform us at drop off*
- A fever
- Coloured discharge from the nose, ears or eyes.
- Head Lice

Children will be returned to parents immediately if they become sick during their attendance at the crèche.

Medication cannot be administered to your child by crèche staff.

Non-immunised children will be excluded during an outbreak of specific diseases such as measles and whooping cough.

## Settling Your Child and Crying Policy

To enable staff to provide a caring, nurturing and safe environment for our crèche children we have a 'crying' policy in place.

- If a child continues to cry for more than 20 minutes, after all attempts have been made by staff to settle the child, then the parent will be asked to collect their child from the crèche.
- If a child becomes uncontrollably upset or is in obvious distress from being separated from their parent, then the parent will be asked to collect their child from the crèche, this may be less than the 20 minutes.

Listed below are actions taken by staff to help settle children into our crèche and also some suggestions for parents to help their child during this transition time.

### Crèche Staff:

- Staff will cuddle or sooth child who is unsettled.
- Staff will offer a distraction to child. (Toys/Activity etc.)
- Staff will try child in their own pram, if appropriate
- Staff will offer an activity that is of particular interest to child
- Siblings to be together where possible.

### Parents:

- Please feel free to bring a child's comfort toy
- Parents talk to child about going to crèche before and after, keeping comments positive and giving praise to child when they have shown improvements of settling.
- Parents give praise to child when art work has been done / played well with other children etc.
- Please don't be grumpy with your child if we need to come and collect you, they simply miss you and may feel afraid or in a strange environment.

If your child is suffering from separation anxiety, there are lots of things you can do to help her.

### Settling your child / Separation Anxiety

- If you're leaving your child in a new setting such as crèche, spend time at the new place with your child before the separation. Your child will be less distressed if they are left in a safe, familiar place with familiar people they trusts.

- Let your child take something they love from home, like a teddy bear, pillow or blanket. These objects will help your child feel safer, and you can gradually phase them out as they feel more settled in the new place.
- Tell us about your child's separation anxiety, and let us know about anything you're doing to help your child. This way, we can give them consistent support.
- Gently encourage your child to separate from you by giving them practice. It's important to give them positive experiences of separations and reunions. Avoiding separations from your child can make the problem worse.

## When you're leaving your child

- Tell your child when you're leaving and when you'll be back. This is helpful even with babies. Sneaking out without saying goodbye can make things worse. Your child might feel confused or upset when they realise you're not around and might be harder to settle the next time you leave them.
- Settle your child in an enjoyable activity before you leave
- Say goodbye to your child briefly – don't drag it out
- Keep a relaxed and happy look on your face when you're leaving. If you seem worried or sad, your child might think the place isn't safe and can get upset too

For more information visit: <https://raisingchildren.net.au/babies/behaviour/common-concerns/separation-anxiety>

## Contact

If you have any questions regarding our crèche please contact the centre on 9724 0400 or talk to one of our senior staff:

### Children Services Team Leader

Kylie Blair  
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### Crèche Supervisor

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