

PARENTS HANDBOOK

Information Containing
Our Policies and Procedures



Tír na nÓg
Huntstown

26 Huntstown Lawn
Mulhuddart
Dublin 15

01 8220515

tirn9622@gmail.com

Tír na nÓg
Hartstown
6 Oakview Lawn
Hartstown
Dublin 15
01 8225693

tirn0119@gmail.com

Est: 1996
HSE & Pobal
Registered and
Inspected

Our Crèche Structure

One Full-time Room

The Full-time room caters for children attending for 6 or more hours, between 7.30am and 6pm. The children's ages range from 2 to 5 years approximately. There are two lead teachers and one teacher's assistant with the full-time group.

One Part-time Room

The Part-time room caters for children attending for less than 6 hours per day, between the hours of 7.30 am and 2pm. The children's ages range from 2 years to 5 years. There are two lead teachers and one teacher's assistant with the part-time group.

Breakfast Club and Afterschool Rooms

There is one Breakfast Club and Afterschool room. The children attending are aged between 4 and 10 years. There are two lead teachers with the afterschool group.

Changing Areas

This is an area which is used for nappy changing. It is designed for maximum hygiene and safety.

Kitchens

We follow a very strict HACCAP plan in the running of our kitchens. Staff who prepare food are fully qualified in food hygiene and safety. Our kitchen is inspected once every year and we are always in compliance. Children have no access to the kitchens at any time.

Gardens

Our gardens have an all-weather safety surface and are only accessible through double doors from the back classroom. They are large, well-equipped areas. Each group has a turn playing in the garden every day (weather permitting). During good weather the garden is in use from 9.30am until 6pm. We also include shaded areas when the weather is very sunny. Children will use the garden throughout the year, so please ensure your child is dressed weather appropriately.

Ethos

‘At Tír na nÓg we provide early years and school age care in a safe, loving, happy and stimulating environment. Children are treated equally, but as individuals. Our team is diverse, inclusive and a positive role model and provides a fun learning experience so that each child has the opportunity to reach their true potential. We believe that children thrive on ‘PRAISE’ and our children are praised at every opportunity’

We see immense benefits to stepping away from plastic, pretend resources and aim to use a rich array of recycled materials and natural resources. We are committed to promoting sustainability in our creches.

Ratios

The following table shows the ratio we adhere to as set out by the ‘Preschool Regulations 2006’

Full Day Care	Age	Adult/Child Ratio
	2 – 2 ½ years	1 : 6
	2 ½ – 5 years	1 : 8

Part-time Care	Age	Adult/Child Ratio
	2 – 2 ½ years	1 : 6
	2 ½ - 5 years	1 : 8

School Aged Children	Age	Adult/Child Ratio
	4 – 6 years	1 : 10
	6 – 10 years	1 : 12

Staff/Qualifications

At Tír na nÓg we strive to maintain high-quality care for the children in our crèche. We only employ qualified and experienced staff. Ongoing training is carried out regularly to ensure that our staff is continuously up skilled.

We believe that children need stability and consistency to feel secure and confident; therefore, at TNN we have made it a priority to ensure that our crèche is a happy and enjoyable work place for our staff. The result is we have a low turnover of staff, and as a parent you will build relationships with staff, as will your child.

Staff Development and Training

Tír na nÓg is committed to ongoing professional development of its staff. In the interests of current legislation and best practice, the management of TNN provides in-service training and external training for all staff. Relevant mandatory training and up skilling is expected of all staff and other relevant training applicable to the staff job description is encouraged.

Fees Policy /Opening Hours/Closures

Our hours of operation are: Monday to Friday 7.30am to 6pm

The crèche closes on Bank Holidays and Good Friday. We close at 3pm on December 23rd and remain closed until January 2nd

- Fees are calculated monthly. There are no concessions for absence due to illness, holidays, creche closures, force majeure, or any other reason, except at the discretion of the management.
- Every parent of children aged 2 years up to school going age, will be eligible for assistance with your fees. Your award will depend on your personal financial circumstances. Please log onto [National Childcare Scheme](#) to check for your own subsidies.
- Where there is more than 1 child in a family attending a discount applies.
- Fees may be paid monthly by cash or electronic transfer.
- All fees must be paid in advance on or before the 5th of the month.
- Cash payments must be placed in a sealed envelope with the child's name, the date and the amount enclosed, clearly written on the envelope.
- Bank payments must use your child's name and the month you are paying for as the reference.
- You will receive an email and notification from our App when your fee becomes due.

- Reminders will be sent where fees become overdue.
- Parents collecting children late will be charged a fee of €10 per 10 minutes or part thereof, except in extreme circumstances at the discretion of the management.
- Crèche fees are in line with the department of Children Equality Disability Inclusion and Youth (DCEDIY) recommendations.
- In the event of Force Majeure due to severe weather conditions, or for any other reason, normal fees will apply. In the event that the Force Majeure is extended past 2 weeks this will be reviewed.
- There is a small subscription for use of the app, which is paid directly to the company, Child Paths. This subscription ranges from €2, €4, €5 per month, depending on your child's attendance.

Deposit Policy

Part-time, Full-time and School age children, all require a deposit of €250 in order for us to hold a place for your child. If your child starts immediately no deposit is required.

- Deposits must be paid by bank transfer.
- Places are not guaranteed until the deposit is received.
- Deposits are not returned in the event that you change your mind about taking a place in our service.
- Deposits are not returned in the event that for any reason you do not take up your place with us.
- Deposits are returned one month after your child takes up their place with us.
- In the event that your child leaves our service prior to one month's attendance, the deposit will not be refunded, except under circumstances where we agree that your child is not ready for day care, or that we are not the right fit for your child's needs.

Fees For ECCE Children

Children availing of the ECCE Scheme will attend Tír na nÓg on a part-time or full-time basis.

ECCE payments cover 3 hours per morning, for 38 weeks, from September to June, starting and finishing dates are subject to the calendar year. There are 5 weeks during this time period that ECCE payments do not cover, and parents are obliged to pay for the shortfall.

Click on this link [National Childcare Scheme](#) to check your eligibility for assistance with your childcare costs.

Admission Criteria

We require parents to complete the Enrolment Form. A waiting list is established when all places are taken up and the child at the top of the list is given first available place.

We will ensure a maximum enrolment, according to Childcare Preschool Services Regulations 2016.

Children applying for an ECCE full-time or part-time place must be fully toilet trained. Potty trained is not the same as toilet trained. We do not use pottys in the creche. Children must be able to use a toilet.

Access and Inclusion Model (Aim)

The Access and Inclusion Model (AIM) is a programme of supports designed to ensure that children with disabilities can access the Early Childhood Care and Education Programme in mainstream pre-school settings and can participate fully in the pre-school curriculum alongside their peers. AIM is a child centred model of supports, involving seven levels of progressive support, moving from the universal to the targeted, based on the needs of the child and the service provider. The model is designed to be responsive to the needs of each individual child in the context of their pre-school setting. It will offer tailored, practical supports based on need and will not require a formal diagnosis of disability.

Tír na nÓg participate in the AIM programme. For further information contact Linda Murray, our AIM officer in our Huntstown branch and Rachel Doyle our AIM officer in our Hartstown branch.

Settling In

We will endeavor to make the settling-in process a positive experience for children and will work closely in partnership with parents/carers to ensure this is achieved. During this settling in period children will have one key staff member assigned to them.

All children are enrolled on a trial basis. The trial period will last no longer than one month, but will be reviewed on a week-to-week basis. If during this time staff believe that the child is unhappy and not benefitting during their time with us, parents may be advised that this is not the right time and/or the right setting for their child. In this case deposits and fees paid in advance will be fully refunded.

Drop off and Collection

We will support all families through the transition times for the children attending the crèche. We are very firm in relation to the drop off and collection times. Due to insurance restrictions, we cannot allow children to enter the building before the official opening time. We urge parents to respect our closing time, if you have difficulty in collecting your child at the agreed time, we would appreciate that you put alternative arrangements in place. Children will only be released to adults who are known to staff members or are named on the child's enrolment form. We reserve the right to phone parents to validate the authenticity of the person collecting the child. We will not release any child to a person under the age of 16.

We will not release any child to a parent or other adult, who appears to be under the influence of alcohol or drugs.

On an odd occasion that you may be delayed please phone the crèche to let us know.

Children attending Early Years must arrive for class no later than 9am.

Severe Weather

In the event of severe weather conditions, we may be forced to close the crèche at short notice. This action will only be taken if we are advised that travel conditions are dangerous, and with the intention of looking after the safety of children and staff. There will be no concessions to fees for closures that are due to adverse weather conditions. Normal fees will apply.

Childhood Illness

Please carefully read the copy of our illness policy and procedure. You must sign the parental agreement and return it to us prior to your child attending the crèche

Rest and Sleep

We provide cosy resting places in all of our classrooms to ensure that a child has the choice to rest, if and when they feel they need to. Children are assured that they can choose to spend as much or as little time as they require in the resting area.

As a parent you may have a specific request with regards to your child's sleep time, however we must consider what is best for your child while they are in our care. We are happy to discuss your requests and confident that an agreeable resolve will be reached, with your child's best interests the foremost consideration. We do not allow children to sleep in buggies, car seats or travel cots. Children are supervised during sleep time.

Sometimes parents request that children cease having sleep time, however it is not our practice to deprive a tired child of necessary naps.

Linen will be available for each child - it is hygienic, easily accessed and labeled for each child. Each child's bed linen will be laundered weekly or when soiled.

A sleep log is maintained and stored within the sleep area. This records when physical checks are made of the sleeping children. It also records the time, Child's position, colour, breath sounds, room temperature and who checked - checks must be recorded every 10 minutes.

The best position for a toddler/child to sleep is on his/her back. There is no evidence that children might be sick and choke when lying on their backs. For children who have been sleeping on their tummies or side, try them on their backs. They may not like the change at first and find it difficult to settle. If a child will only sleep on his or her side make sure the underarm is in front of the child to prevent them from rolling onto their tummy.

Immunisation

We feel strongly that the only way we can protect the health and well-being of all children in our care is to only accept children to our service who have received their childhood immunisations.

Parents are asked to submit a photocopy of your child's vaccination booklet.

Sun Protection Policy

It is our policy that all children who attend Tír na nÓg must wear sun cream regardless of skin coloring, during the summer months. They will also be required to wear hats to help prevent damage to the skin from the sun.

For hygiene reasons each child must have their own sun cream and hat, which we will retain in the crèche.

Parents must apply the sun screen in the morning before the children arrive at the crèche. Staff will re-apply sun cream as they feel necessary throughout the day.

Excursions

From time to time we may take children on excursions. We will provide you with an excursion permission form for you to complete. You will be informed of all details. We comply with regulations regarding staff/child ratio on excursions.

Family Involvement

At Tír na nÓg we recognise the importance of working in partnership with parents/guardians to promote the best interests of children and that parents play a key role in the education of their children. The crèche will work in partnership with and support parents in this role.

We have an open-door policy for families of children attending the crèche and we welcome your involvement. Parents/guardians are given regular information about your child's progress through informal and formal feedback. We welcome the contribution of parents/carers and we will consult with you on a regular basis.

We invite parent's/grandparent's, aunts and uncles to visit with us and share stories, culture and their professions. These visits will be arranged in advance. Please contact your child's key carer, if you wish to visit in this capacity.

There is information available for you on the procedures for registering comments or complaints within the full policy and procedures document.

Code of Conduct for Parents

Sadly, in recent times we have experienced an increase in parents displaying inappropriate behaviour towards our staff. This behaviour has included rudeness, insults, threatening language, threatening body language and intimidating language. We take a zero tolerance to this kind of behaviour from parents. Any parent who behaves in this fashion will risk their child's place in our creche. We expect parents to be kind, calm and appreciative towards your children's carers. Please see our policy and procedure on Code of Conduct for Parents.

Programmes for Children

The primary commitment of our crèche is to look after your child's well-being and ensuring their happiness by providing a safe and secure environment. However, we are also committed to helping a child develop physically, intellectually, socially emotionally with an aim to develop advanced communication skills.

Tír na nÓg supports and facilitates development by providing a more structured environment while at the same time encouraging each child to exert his/her own personality through imaginative and creative play.

Our curriculum is based on independent play, child led activities driven by emergent interests. Our teachers actively observe the interests of the children and create activities around these interests. Children are encouraged to speak about something exciting they did at home and we use this information to create songs, activities, role play and crafts based on the Childrens' experience.

Our curriculum is highly motivated through choice. Every experience in the classroom is based around the Childs choice and their direction. We believe children have the right to choose to engage in the activities that most interest them. We provide them with the tools to express themselves freely through art and crafts. We encourage decision making, problem solving and self-regulation. Giving children choices allows them to feel confident and self-assured.

Tír na nÓg embraces Aistear, which is the **curriculum** framework for children from birth to six years in Ireland.

The Framework uses four interconnected themes to describe the content of children's learning and development: Well-being, Identity and Belonging, Communicating, and Exploring and Thinking. *Aistear* highlights the critical role

of play, relationships and language for young children's learning. In doing this, it provides a guide to using play, interactions, and partnerships with parents, and assessment to help children progress in their learning and development. The Framework has both implicit and explicit links with the *Primary School Curriculum* (1999). With its focus on children from birth to six years, *Aistear* can play an important role in the transition from Crèche to Primary School.

Children are observed, and records are kept. Records/assessments/observations are treated with confidentiality and are shared with parents/guardians thus strengthening the partnership between the home and the crèche.

Meals

All meals are prepared on the premises and served hot, no re-heats.

We provide Breakfast to all children arriving in the morning.

A hot snack at 11am

Fruit snack at 1pm

Hot main meal at 3pm

Tea at 5pm

All meals are prepared on the premises, using healthy, nutritious ingredients.

Children are encouraged to serve themselves.

Please refer to menus for more information

Do not send!

Parents are asked to refrain from sending toys or books to the crèche with your child. We have a large range of toys and books here, which belong to the crèche therefore all children are happy to share and take turns. On party days sometimes children are asked to bring a toy from home as a special treat.

Labels

Please label your child's coat and where possible clothes.

Please send an old set of clothes that we can keep on the premises for your child in case of accidents.

Information on Records kept about children

Tír na nÓg respects the right for all information, records and observations to be treated with respect and with due attention to confidentiality and privacy. We will ensure that:

- The crèche keeps records in relation to all children attending to comply with the Childcare (Preschool Services) Regulations 2016 as set down by the 1991 Childcare Act.
- All enrolment forms and records of children attending the crèche will be kept by the childcare manager in a secure place.
- Parents may have access to the records of their own children but may not have access to information about any other child.
- Any information relating to a child's personal circumstances will be kept in a confidential file and will not be shared within the group except with the child's key worker.
- Information may be shared with the statutory authorities in the best interest of the child's welfare, parents will be informed.

All staff, volunteers, students and parents/carers will be made aware of this confidentiality policy. The policy implementation will be reviewed regularly at staff meetings.

Child Protection

All staff and persons who work within Tír na nÓg must observe the comprehensive Child Protection policy and procedure. This policy was developed in line with the Children First: National Guidelines for the Protection and Welfare of Children published by the DCYA. Clarification on any point may be sought from the Manager.

All staff members, relief staff and students have current Garda clearance.

Any persons entering the premises are required to sign in and out.

All maintenance work is carried out after hours where possible.

All staff and students are mandated people, which means we are obliged to report any suspicions of abuse.

Our Child Safeguarding Statement is on display on the Parent's notice board and also on our website www.tirnanogchildcareandmontessori.com

Compliments/Complaints Procedures

Tír na nÓg believe a complaints procedure exists to provide a better service. This procedure gives the opportunity to parents to inform the management of a concern or complaint about an element of the service provided in an official capacity. TNN welcomes parents and children's views in the development of the crèche. Careful attention and a prompt courteous response will be given to any suggestions, comments or complaints' thereby ensuring the development of a high-quality service, which meets the needs of children and parents. An early opportunity to highlight issues can prevent problems arising. For further information please see our Complaints Policy.

Equal Opportunities

The UN on the Rights of the Child (1991) states:

"It is the States obligation to protect children from any form of discrimination and to take positive action to promote their rights"

Tír na nÓg is committed to promoting equality of opportunity. We promote equal opportunities through a wide range of policies and procedure which are reflected in the practice of our early years setting. These include admissions, partnership with parents and nutrition and food.

Children's Behaviour

We believe in children's ability to control their own lives, to make choices and accept responsibility for their actions. We also believe that all children have the right to expect positive approaches to behaviour management which are consistent with these goals. Tír na nÓg sets high expectations of behaviour through encouraging and praising good behaviour. We apply simple rules fairly and consistently. Under no circumstances do we use any form of punishment. We encourage children to respect themselves, each other, our staff, their parents and carers, and the environment around them. We aim to provide a happy, caring crèche experience with challenging activities. In the case of persistent challenging behavior, we always discuss ways forward with parents and together work towards a positive solution.

Private Childminding

Staff members are not permitted to take on private childminding outside of hours of opening, for children attending our creche. Please do not ask a staff member to babysit for your child, as we are not permitted to do so

After school care

Tír na nÓg caters for a number of Afterschool children.

We cater for children from Junior Infants until they reach 10 years of age. Once the child is approaching their 10th birthday parents and management will discuss whether the creche is still a suitable environment for their child.

We bring and collect children from The Sacred Heart of Jesus in Huntstown and St Ciaran's Primary School in Hartstown.

Children being brought to school must arrive at the crèche before 8.30am.

Children walk to and from school except in extreme weather conditions. Please ensure that your child has suitable outerwear.

Staff escort children to their lines and remain with the younger children until their teacher takes them into the classroom.

Parents must provide the name of their child's teacher and room number to the staff of the crèche.

Parents must let the teacher know that we are authorized to collect their child from school.

Homework will be supervised and unless exceptional circumstances will be completed in the crèche. However, parents should check the homework and sign the child's diary.

Please inform us in the morning if you don't need us to bring or collect your child from school.

Afterschool children are welcome to come for full days when they have odd days off during term, and full-time during mid-term breaks, Easter holidays and Summer holidays. Parents must book these places in advance with the crèche manager and an agreed extra payment will be required. Only children whose parent reply to the request to book, will be given a morning place.

We are unable to take Afterschool children when the school closes without prior notice.

Social Media and Sharing Photographs

Parent's of children attending our service will be invited to subscribe to the Child Paths app. This is mandatory for families in our service. Here staff will communicate directly with parents individually or as a group. We encourage parents to pass on messages to staff by use of the app, as the lead carer of your child will receive the information directly.

Teachers will regularly post photographs and videos on the app. These photos and videos are the property of Tír na nÓg. Parents are prohibited from taking screenshots and sharing private photos on social media.

Staff will also print copies of photographs, which will be included in your child's weekly journal. You can have access to your child's journal on request, and will receive it to keep, at the end of June.

Parents are requested to sign the section on the enrolment form relating to photography.

Teachers do not accept 'Friend requests' from parents on social media. Parents are discouraged from contacting teachers outside of our working hours.

Do not park across the footpath

- Please park across the road, or directly outside the crèche.
- Do not block our neighbour's driveways.
- Always drive with extreme care when approaching or leaving the crèche.
- Please do not leave children unattended outside the crèche.

Reviewed and Updated 28th of August 2026