



Resort & Country Club

CRECHE POLICIES & PROCEDURES

Parent Orientation

When you register or on your child's first day using our crèche facilities, we will give you a tour of the facility so you can see for yourself how the environment has been designed to ensure that all children are supervised at all times. Parents are asked to arrive early on their child's first day in the crèche to facilitate a smooth orientation and to help settle your child into their new play environment.

You will be given a parent and child information sheet to be completed if not done prior. This information will be discussed with you and you will be asked to indicate your understanding by signing a copy of the Policies and the Child Information Sheet.

As your child will only be on the crèche premises for a short while, all activities will be conducted indoors. No outdoor play is available.

Children with Diverse Abilities

The Vines Resort Crèche is happy to accept children with individual, intellectual or physical challenges; providing the specific equipment to meet the unique needs of child is accompanied by the child. Please be aware that we do not have specialised support staff.

Attendance, Arrival & Departure

It is the parent's responsibility to accompany their child into the crèche, to assist them with removing outdoor clothing and to ensure that the crèche staff are aware of the child's arrival.

Upon arrival, the parent will record the child's arrival time and sign the attendance sheet. On departure, the parent records the time and signs out on the attendance sheet. Please arrive up to 10 minutes earlier than your scheduled class to allow your child to settle.

Fee Policy

Your crèche fee is due and payable at time of booking or on arrival at the crèche. Fees are a flat rate, irrespective of days missed for illness. To avoid payment for non-attendance, you are required to cancel your child's place 24 hours prior so we are able to open a spot for another child.

Cleanliness

Cleanliness is a high priority in our crèche. All toys, equipment and furnishing are wiped and disinfected weekly or more often if required. Baby toys and all mouthed toys are disinfected daily.

In order to minimize the spread of germs and illness, crèche staff follow the following hygiene policies:

We ensure children and staff washes their hands with warm water and soap after using the washroom. Hands are also washed after activities, after wiping noses and before and after eating food.

Illness

If your child becomes ill while in crèche, or displays any of the following, he/she will be placed in a separate space and you will be contacted to collect your child immediately:

- Child has a temperature of 38°C or higher
- Child vomited three times
- Child has diarrhea
- Child is in distress

Parent's are encouraged to tell staff when their child has been in contact with someone who has a communicable disease.

In a case of an accident/incident, a report is completed by the crèche staff and you will be provided with a copy of the report if needed.

In a case of a serious accident/incident or illness, to ensure that the child receives medical attention, staff will contact you immediately to collect your child.

Medical Information & Staff Training

- Emergency contact and parent's phone numbers are accessible near the telephone
- Medical emergency information about each child is accessible on site
- Epi-pens, puffers and other medication required for your child is to be named and kept with their bag. If any medication is required to be administered, the parent will be contacted and must attend to their child immediately.
- Crèche staff are trained in first aid to deal with immediate incidents but will not administer any form of medication

Nutrition

It is recommended that only fruit and water is to be sent in with your child. If your child still has a bottle, it will need to be at temperature prior to drop off as there are no facilities to warm milk.

Peanut Policy

The Vines Resort Crèche requests that no peanuts, peanut sandwiches or peanut based snacks be sent with your child. The crèche wish to maintain Peanut free for the health and wellbeing of all children in their care.

We cannot be responsible for children or families who may bring peanuts or peanut based food to our crèche or for any residue that may remain on surfaces.

It is extremely important that parents of children with peanut allergies notify the crèche in writing and provide an epi-pen in case of emergencies.

While we recognize that this policy might cause some inconvenience to parent's, we must provide a 'safe' environment for all children. Please remember to send only peanut-free snacks with your child.

First Aid

A first aid kit is provided and properly equipped for cases of small emergencies.

Toys & Equipment

The Vines Resort Crèche provide an extensive assortment of educational toys and activities for your child, so extra toys from home are not encouraged. No toy weapons such as guns or swords are allowed in our crèche.

We ensure that our toys and equipment are properly maintained on an ongoing basis. Toys and equipment are checked weekly and any unsafe equipment or furnishings are removed or repaired.

Release of Child

Children will only be released to the parent that has signed their child into the crèche.

Food / Drink

It is recommended that only fruit and water is to be sent in with your child. If your child still has a bottle, it will need to be at temperature prior to drop off as there are no facilities to warm milk.

Your child's healthy snack and water will be given if required, though there is plenty of activities and as your child is only in the crèche for a limited time, it may be best to save this for when you pick up your child.

Toileting

All children will be accompanied by a crèche staff member to the adjacent toilet. The toilet is an adapted adult toilet located with easy access from the crèche.

If your child is currently being toilet trained, they will require a spare change of clothes in case of an accident.

If your child is still using nappies, please send in a spare nappy, cloths for cleaning and a plastic bag in case of a soiled nappy. It is generally expected that nappies are changed by parents.

Use of Digital Media

The use of DVD's will be used fairly infrequently and any content that may be shown, will always be strictly rated G and the content has been previewed by crèche staff. Staff will always be present when any DVD screening is in session.

Nap / Rest Time

As your child is only using the crèche for a very small period of time, a nap or rest time may not be possible. The crèche does provide a portable cot in the necessity of your child requiring a nap. If your young child is asleep in their stroller on arrival, they may remain in the stroller as long as they are properly secured and staff will continually monitor them.

Required Items

Your child will require the following:

Indoor shoes and clothes appropriate for the weather.

Toddlers who are being toilet trained require an extra change of clothes

A plastic bag for any soiled clothes

A healthy snack and water bottle

Any epi-pen or puffer as required