

City of
Bayswater
Recreation

Crèche Services
Parent Handbook

City of Bayswater

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Parent Handbook

Welcome to the City of Bayswater Crèche' Services

Our Parent Handbook explains information you will need to be aware of whilst your child is in attendance at our service.

Service Information

Our Crèche' Services cater for children aged 8 weeks to 5 years during school term and up to 12yrs during school holidays. We operate at Bayswater Waves and The Rise-Maylands.

Bayswater Waves	The RISE Maylands
Address Cnr Broun Ave & Priestley St Embleton 6062	**Address** 28 Eighth Ave, Maylands 6051
Contact Phone: 9276 6538 Email: wavescreche@bayswater.wa.gov.au	**Contact** Phone: 9208 2400 Email: rise@bayswater.wa.gov.au
Opening Times Monday to Friday: 8:30am-12:00pm Saturday: 8:00am-12:00pm Sunday & Public Holidays: Closed	**Opening Times** Monday to Friday: 9:00am-12:00pm Saturday, Sunday and Public Holidays : Closed

All fees and passes are to be paid for at the front reception and tickets are then presented to the Crèche' staff.

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Responsibilities of Parents

To provide a safe and affordable child minding service for its members, Bayswater Waves and The Rise operates an unlicensed crèche' facility which is exempt from the Education and Care National Regulations 2012. For crèche's to be exempt from licensing requirements, parents/guardians must remain on the premises, nearby and able to attend to their child's immediate physical needs, such as comforting, nappy changing or feeding if required or requested by crèche' staff.

Parents must remain within the building or facility at all times and must be able to attend to their child's needs if required.

If a child is upset, needs feeding, needs to go to the toilet or have their nappy changed and crèche staff are unable to attend to those needs to due to supervising responsibilities, the parent will be asked to return to the crèche.

Children cannot attend the crèche when they are sick *please see below for details

Parents must adhere to the booked drop off and pick up times, requesting any changes before arriving to avoid disappointment.

Parents are required to promptly drop off and pick up their child and directly supervise their children before and after crèche attendance times.

Due to Duty of Care children will only be released to the parent/guardian who signed them in.

Ratios

The ratio of children we allow ensures that our staff are able to provide the safest care for the children in the facility. With this in mind we are not a day care centre and not bound by the same legislation. Currently we try to follow

1 Adult: 7 Children over 2yrs and 3 Children under 2yrs

This is flexible however due to individual children's needs, especially when a child is experiencing separation anxiety.

Who can attend?

Children aged between 8 weeks to 5 years throughout the school term.

Children 6years to 12 years old on Saturdays, pupil free days and during school holidays. If children are taking a "sick" day from school, they are not allowed to attend crèche.

All children may only attend up to a maximum of two hours in one care session and up to 12 hours in one week.

Enrolment and Booking-in

- **Enrolment**
  Complete an enrolment form online at **www.bayswaterrecreation.com.au** or in person and provide a copy of your child's current AIR Immunisation History to be up to date and attached or emailed to the service
- **How to Book?**
  Our Creche Booking System is in place, allowing you to reserve your child's spot with just a couple of clicks. You will also receive instant confirmation of your booking. It's quick and easy!

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- **Simply go to**: https://bayswaterrecreation.yepbooking.com.au/ to view the available Creche days and times across Bayswater Waves and The RISE,
- Register your details using an email address or Facebook log in,
- Find the day and time slot you want to book in to, using the tabs near the top of the web-page (eg Bayswater Waves – Creche or The RISE – Creche etc),
- Click on the highlighted day and time you want to book in to, in either the 'Under 2 years' or 'Over 2 years' categories, you will be able to see how many spots are still available for each day and time, or if it is full,
- Click 'Book'
- **1hr bookings will need 2 time slots booked, 1.5hrs will need 3 timeslots booked and 2hrs will need 4 timeslots booked**
- If you are booking 2 children in on the same account, click the nominated time again, and press 'Book',
- Your confirmation will be sent to your email address, and a tick will appear on your nominated time-slot.
- If you need to view your bookings, simply click on the 'My Bookings' link near the top right of the page. This will show you what times you have officially booked.
- Remember to swipe your card or pay at Reception
- **What if I need to Cancel?**
  If you can no longer make it to your booked day and time slot, it is important that you cancel it to give other people the option to use it. Not cancelling your booking may result in you not being able to book future times and days.
- To cancel, go to: https://bayswaterrecreation.yepbooking.com.au/
- Click on the 'My Bookings' link, located near the top right of the screen,
- Find the day and time you would like to cancel,
- On the far right (under the Action heading), simply click on the little bin icon,
- It will ask if you are sure you want to cancel the booking. Click 'Yes',
- You will be sent an email to confirm your cancellation.

When You Arrive

- A crèche pass is to be purchased from the front reception desk of the facility and handed to staff on arrival of booked session.
- Sign in your child on the attendance sheet – include your exact whereabouts within the facility/building. *For parents attending our group fitness classes, you have a 5 minute grace period before and after class times to drop off or collect your child/children without incurring an additional charge. This is so you can prepare and pack away equipment for your class*
- Place your child's belongings and their name label in a locker and handover messages regarding your child to a staff member.
- Attend your activity –gym, fitness class, swimming class etc.
- Collect your child from crèche and receive messages from staff if any.
- Sign your child out on the attendance sheet.

What to bring to the Service

- **Backpack/bag -**For independence, we work towards all children being able to recognise and open their own bag. Let them be involved in selecting the bag and taking ownership of it. Please ensure it is large enough to hold all their belongings and is **clearly labelled.**

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- **Prams -**If your child is 18mths and under we request you bring in a pram or stroller if possible. They can be a cosy place for a nap or comforting for a distressed child.

Please help us by not leaving any medications, dangerous objects etc. in children's bags or prams as they are accessible to children.

- **Snacks***NUT FREE SERVICE - Please ensure any food/drinks supplied are free from nuts and popcorn. This makes a safer environment for all our children and includes peanut butter, Nutella, nut bars etc.**
- **Water** - A labelled water bottle is to be provided please. Healthy snacks can be sent in if required but are not a necessity due to the short period of time children are attending crèche. Please ensure any food provided is prepared and packed for ease of opening and eating (fruit cut up etc.)
- **Nappies -** Please send your child to crèche' in a fresh nappy and pack a spare or two, with wipes and nappy bags in case they are needed. Due to supervision risks we will change nappies when required however we may ask parents to return to crèche' to change their child's nappy if it unsafe for crèche' staff to do so.
- **Bottles & Breastfeeding -** This service supports breastfeeding and you are welcome to use our crèche' to breastfeed your child before during and after your crèche session. This applies to bottle fed infants as well and crèche' staff appreciate feeding by parents whenever possible. This helps us to care for all children safely, especially when it's the busy times of the day as it takes a staff member off the floor. If it is necessary however, we will support you, just chat to us upon arrival.
- **Clothing -** It is helpful to your child if they are dressed in non- restrictive, easy to wash clothes so that they feel free to join in all the activities and to develop independence.
- **Spare clothes -** Every now and then accidents occur and it may be necessary for your child to get changed into a fresh set. Please include a complete change of clothes in your child's bag…just in case!
- **Toys -** The Service has an abundance of toys and we ask that children do not bring in toys from home. This eliminates toys getting lost or broken and disappointment for other children. A comfort toy or snuggly is always welcomed to help children with Separation Anxiety.

<u>Please label all clothing, bags, hats and prams</u>

When should I not bring my child to crèche?

We are not equipped to care for sick children; however, we will do everything we can to comfort a child who has become sick whilst in our care.

To try and prevent the spread of disease, please monitor your child's health and watch for:

- A runny, green nose, excessive coughing
- High temperature
- Diarrhoea
- Red, swollen or discharging eyes
- Vomiting
- Rashes
- Irritability, unusually tired or lethargic

Please do not bring your child to the Service if they display any of the above symptoms. If a child becomes ill whilst at the Service the child's parents or person responsible for the child will be contacted to organise collection of the child.

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If your child has been away due to a communicable illness (see below table), please follow the exclusion guidelines.

Communicable Diseases

The following information has been supplied by the National Health and Medical Research Council re: exclusion from the Service of a child suffering with the following diseases/ailments. Please inform staff if your child has any of the following so that we can let families know if something is going around and avoid an epidemic. (Confidentiality is always maintained).

Condition	Exclusion
Hand, foot and mouth disease	Until all blisters have dried.
Hib	Exclude until medical certificate of recovery is received.
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness.
Herpes – cold sores	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible.
Influenza and flu-like illnesses	Exclude until well.
Measles	Exclude for at least 4 days after onset of rash.
Meningitis (bacterial)	Exclude until well.
Meningococcal infection	Exclude until adequate carrier eradication therapy has been completed.
Mumps	Exclude for 9 days or until swelling goes down (whichever is sooner).
Poliomyelitis	Exclude for at least 14 days from onset. Readmit after receiving medical certificate of recovery.
Rubella (German measles)	Exclude until fully recovered or for at least 4 days after the onset of rash.
Salmonella, Shigella	Exclude until diarrhoea ceases.
Streptococcal infection (including Scarlet Fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.
Tuberculosis	Exclude until a medical certificate from an appropriate health authority is received.
Whooping Cough	Exclude the child for 5 days after starting antibiotic treatment.
Worms (intestinal)	Exclude if diarrhoea present.

- If your child is unimmunised according to our records, then they will be excluded until the threat has passed.
- Parents are required to administer medication to their child if required before they attend crèche'. We are not authorised to administer medication.
- Anaphylaxis or Asthma -It is vital that we are aware of any allergies or asthma. Families are required to explain any allergy or asthma on the enrolment form and fill in the appropriate action plan. The Service requires an Anaphylaxis Action Plan (Red) is filled in by your Doctor. Allergy Action Plans (Green) are to be completed by parents. Please discuss and update annually with creche staff.

Accidents

The Crèche' team leader or staff will contact parents immediately if a child is involved in a serious accident at the Service. Creche staff have current first Aid and CPR training.

Emergencies

Please refer to the evacuation diagrams and follow any directions given by staff in case of an emergency. Children in the creche during an emergency will be taken to the muster point as directed. If it is safe to do, parents are able to collect their children on the way to evacuation however if it is unsafe, please meet creche staff at the muster point to collect your child. We use an evacuation cot for babies and non-mobile children and a rope for walkers to hold to evacuate out of the area.

Throughout the year the service will hold emergency drills which occur at any given time throughout the day. These are carried out in a well-organised and orderly manner. An emergency escape plan will be displayed in every room.

Children's Safety

- ☑ Never leave children unattended in cars while collecting children from the creche.
- ☑ Cars parks are dangerous places for children. Always hold children's hands when arriving and leaving the creche.
- ☑ Never leave a door or gate open to the Creche
- ☑ Never leave your children unattended in a room.

Preparing your child for attendance

Communication between home and the service must be open and happen often to best support your child while they in our care. There may be tears and extra tight hugs when saying goodbye for the first few weeks but there are always cuddles, reassurance and genuine care from crèche staff. Sometimes this experience is upsetting more so for the family, not the child. We understand this and offer support, please feel free to discuss this with staff at any time. If your child is reluctant to attend, please let us know so we can develop strategies with you to support the transition from home to the crèche.

Saying goodbye

Ideally, your child will be settled at an activity before you leave, however some children find it hard to settle until their parents have gone. What works best is a set routine and if possible avoiding a rush, this usually results in a calm settling in.

Most children will want to have a look around first to see who else has arrived and to look at what activities are available. Please tell your child when you are leaving, as they may become upset if they haven't had the opportunity to say goodbye. This gains trust from the child, not only in you but in the crèche' staff who is reassuring your child. Rest assured that we will come and get you if your child is distressed for longer than usual.

Separation Anxiety is a normal part of child development and we will work with you to make this process as stress free as possible. We are always available for a chat if you need to discuss this further.

Crèche' Staff

Our wonderful Crèche team come from varied working backgrounds and include child care, teaching and parenting experience. All staff hold First Aid qualifications and have valid Working with Children Cards.

The Play Environment

Our Service will ensure the environment is safe, clean and well maintained for children, families, staff and visitors. The physical environment will support children's learning, safety, levels of engagement and access to positive experiences and inclusive relationships.

A bi-monthly play program is used that includes a variety of creative experiences, this includes changing the play equipment layout.

Emotions and Behaviour

The crèche team promotes a positive approach to behaviours and emotions. Staff believe in encouraging children to resolve problems, defeats and frustrations where developmentally appropriate. This can be achieved by exploring possible solutions, and helping children understand and deal with their emotions. This will depend on the child's age and level of development.

Steps that we take towards establishing this include:-

- Setting and maintaining appropriate limits of behaviour
- Explaining the appropriate uses of materials and equipment
- establish play spaces which include areas where children can find solace and relaxation.
- Reinforcing positive behaviour with praise
- Explaining why a behaviour is inappropriate and providing acceptable options
- Offering children choices and encouraging decision making, and
- Setting realistic expectations which are age and stage appropriate
- A calm, controlled tone of voice and attitude staff in all situations.

Feedback

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 feel free to speak to our Creche Team Leader.