

CRÈCHE

Family Handbook



SA Aquatic & Leisure Centre

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WELCOME

Welcome to the SA Aquatic & Leisure Centre Crèche.

This service is offered to provide our members with a fun and safe place for your child to play whilst you enjoy using the facilities. The service operates under the South Australian Government requirements for Sports, Recreation and Fitness guidelines.

This member's handbook serves to explain our policies and procedures for families who are using the service. Please ensure you read and understand all sections.

For further clarification on any of the information contained in this handbook please contact either the Crèche Supervisor, or one of our Crèche staff.

OPERATING TIMES

- Monday to Friday
 - » Session 1: 8.15am – 10.00am
 - » Session 2: 10.00am – 11.45am
- The Crèche will be closed during some major events
- The Crèche will be closed on weekends and Public Holidays

FEES

A 10 session pass is available from the Front Desk for \$25.

A single visit pass is available for \$3.

WHO CAN ATTEND THE CRÈCHE?

The SA Aquatic & Leisure Centre Crèche is for the use of member's children only. Crèche does not accept children of casual or promotional trial offer members.

Age: Crèche accepts babies from 6 weeks old until the child starts school during school terms.

Swimming Lessons: Parents that are required to be in the pool with their child during a Swimming Lesson may enrol and book siblings into the Crèche during this lesson time only.

All children attending the Crèche need to be enrolled as part of the parent or legal guardian's membership conditions. **Bookings will not be taken without a formal enrolment form being completed.**

Crèche will not accept enrolments for other people's children. If you are the caregiver of a child, grandparent or foster parent please see staff. **An enrolment form will need to be completed for each child.**

WHAT DO I NEED TO ENROL

For each child you wish to enrol in our Crèche service, you must complete an enrolment form at the Front Desk with the following documents:

1. Staff need to sight your child's **Immunisation or Conscientious objection form** will be required when enrolling.
2. Staff need to sight your child's **Birth certificate**.
3. Staff need a copy of any **medical action plans** for any medical conditions requiring possible medications.
4. Copies of parenting orders (only if relevant) must also be supplied on enrolment. It is the parent or legal guardian's responsibility to update personal information relating to the family and child where relevant.

Asthma

All children that have been diagnosed with asthma by a doctor must provide the Centre with a current Asthma Action Plan from your doctor. **All asthma medication must be clearly labelled with your child's name including your child's spacer equipment.** A copy of your child's asthma action plan will be kept with the medication at all times and in an emergency evacuation will be taken by the staff to the evacuation point. If at any time a child does not respond to their asthma medication as per the child's individual asthma plan instructions, the emergency asthma procedure will be implemented immediately and parents will be notified. In the event of the emergency asthma procedure having no immediate effect an ambulance will be called.

Allergy and Anaphylaxis Management

All children who have been diagnosed with any medical health condition or allergy by a doctor must provide the Crèche with a current medical management plan from your doctor outlining the nature of the health or medical condition. Details of any subsequent reaction identification information and first aid details are also required to be documented on the medical management plan. **All medications that are part of a medical plan must be provided each time your child comes to Crèche.**

Some children unfortunately have developed an allergy or bodily reaction to factors in the environment and/or certain foods. Parents are required to inform the Crèche on enrolment if there are any environmental or food intolerances and any allergic reaction signs and symptoms that they are aware of.

BOOKING INTO THE CRÈCHE

- All members must book their child/children into the Crèche prior to their attendance.
- Crèche hours are Mon, Tue, Wed, Thu and Fri 8.15am to 11.45am
- Bookings can be made over the phone, in client portal or in person during Crèche operating hours. For phone bookings outside of Crèche operating hours, please leave a message on the Crèche extension and our staff will call you as soon as possible.
- For in person bookings outside of Crèche operating hours, the register will be available at Frontline. Please speak to a frontline staff member who will record your booking in the register.
- Crèche 10 visit passes are available for sale at Frontline
- Bookings open 72 hours in advance
- No fixed bookings will be taken
- You can book on the same day of the session if space for that session is available
- **You must not leave the facility whilst the child is attending the Crèche**
- Please cancel your child's session as soon as you know it is not required

CANCELLATIONS:

Cancellations excluding medical need to be made no later than 12-hours before your booking. Cancellations prior to 12 hours before the start time of your session will result in a creche product return being added to your online customer account. Bookings outside this timeframe will not be given a product return.

A cancellation for medical reasons will be processed with a creche token if medical certificate is presented no later than seven-days following your missed creche session. Creche product returns can be found by navigating to 'My Account' and then 'My purchases'. Creche product tokens expire after one-year of purchase.

WHAT TO BRING

A clearly labelled bag containing at least one full change of clothes. For those children toilet training several changes of clothing will need to be accessible. Please consult with the Crèche staff for further details. In the bag you can also include:

- Dummies which must be in a container
- All nappies, pull ups, wipes and nappy creams
- Children's bottles containing cows milk, formula or breast milk. All bottles and sipper cups must be prepared at home. All bottles must be clearly labelled with the contents, your child's name and placed in the fridge on arrival at the Crèche. A microwave will be used to heat formula bottles, Breast Milk will be warmed up in hot water.
- We suggest a fruit snack in accordance with the Crèche policy is included for each child

SAFE SLEEP POLICY

Due to the restricted space we do not allow prams and pushchairs to be left in the crèche during your child's attendance. If a pram or pushchair is required to bring your child into the centre, once you have dropped off your child it can be stored in one of two different locations. Please speak to the crèche staff if this is relevant.

In accordance with YMCA Victoria Procedure CP221_0 Safe Sleep and Rest in Children's Programs Procedure we are not permitted to allow your child to sleep in their pram or pushchair during their attendance in the crèche. If your child is asleep upon arrival they will be transferred to a cot which meets the current mandatory Australian Standards for Cots (AS/NZS 2172) and Portable Cots (AS/NZS 2195) and should carry a label to indicate this.

If your child requires a rest during their attendance in the crèche they will be put to sleep in a cot meeting the standards as per above. The parent will be permitted to bring the pram or pushchair into the crèche to transfer a sleeping child just prior to departure.

Use of Prams, Pushers and Strollers -

- Prams, pushers, strollers, bouncinettes and rockers must not be used unsupervised or as a sleeping environment for babies or children. In regards to the use of prams, the recommended practice will be adhered to as follows:

A pram has not been designed as a permanent place to sleep a baby or to use unsupervised.

A pram is not a suitable place for babies to sleep if unobserved. If a baby will only settle whilst in the pram, educators should remain with the baby and when the baby is asleep, then place baby into a safe cot. Never leave babies unattended in a pram (Source: 'SIDS & Kids Safe Sleeping Child Care Kit: Safe Sleeping Background', May 2015).

ACTIVITIES AND PROGRAM

The program of children's activities is flexible and suited to the ages and developmental levels of the children participating. The adult's role is to support, encourage and facilitate play with an emphasis on developing positive relationships and positive attachments. Positive interactions are important to ensure the children feel safe and develop trust with the staff caring for them. This is done in partnership with parents to ensure the consistent routines and child rearing practices are considered.

Some of the activities that the children may be involved in are:

- Drawing, painting and craft
- Sensory play such as play dough and bubbles
- Singing and dancing games and rhymes
- Stories and puzzles
- Building with blocks and other construction
- Play equipment animals, cars, trains, tea sets, cooking and kitchen area

STAFF

The YMCA is an Equal Opportunity employer who seeks to recruit the best possible qualified and experienced candidates for positions. All new staff undertake a comprehensive and thorough selection, recruitment, and induction process in line with the YMCA Safeguarding Children and Young Person's Policy.

All staff that are employed have the relevant experience, a valid Working with Children Check, current First Aid, Asthma, Anaphylaxis and CPR qualifications.

SUPERVISION

At its most basic level supervision contributes to protecting children from hazards that may emerge in their play, including hazards created by the way equipment is used, or the way children relate to each other and enables an immediate response to a child in distress.

The Crèche team constantly ensure that children are safe from harm, have opportunities to play and extend on their own learning. Staff promote and role model positive guidance and conflict resolution through interactions and play.

Staff constantly and actively communicate and consult with each other throughout session regarding numbers of attendance, experience and knowledge of individual children's needs, routines and current goals and strategies. Staff regularly undertake safety checks of all equipment and areas where the children play and report this to the Crèche Supervisor and/or Health & Wellness Manager.

During their program planning time the staff plan the program based on individual and group developmental needs and interests. The program is evaluated regularly and staff make changes during the day as required to extend on the children's learning and interests.

Children are supervised at all times during play, transitions, toileting, mealtimes and at rest, staff position themselves for maximum supervision of small and large groups of children. Staff know that actively playing alongside the children is the best place to adequately supervise, respond and promote positive interactions and learning.

SAFETY AND SECURITY

The Staff work to ensure the safety of the children at all times and operate within South Australian legislation on ensuring a safe environment and Child Protection requirements.

Staff regularly assess the Crèche to ensure safety of the facility, resources and equipment. Staff store food, resources and equipment appropriately and operate safe food handling techniques when preparing and serving food.

Effective supervision is adhered to at all times to ensure child safety and staff communicate with each other regarding movements from one area to another, play with children as a supervision and behaviour guidance technique and role model positive interactions.

At no time will staff use negative behaviours or language when caring for the children and actively support positive interactions through play.

Staff will consult with parents on behaviour guidance techniques to ensure consistency and at no time will children be isolated or punished.

Parents or legal guardians must not leave the facility during the time the child is attending the Crèche.

During an emergency evacuation the Crèche staff will follow all requirements of evacuation as outlined in the facilities emergency evacuation plan. Additional staff will move to the Crèche to support the Crèche staff in the event of an evacuation. A mobile phone, list of contacts and emergency pack that includes first aid supplies will be taken by the staff during the evacuation.

ACCIDENTS AND INJURIES

All staff are trained in First Aid. The Crèche also maintains a First Aid Kit. From time to time accidents will occur, however staff are diligent in accident prevention through completing regular safety inspections of the environment, resources and equipment, consistent effective supervision and through the appropriate setting of the play spaces and equipment that is developmentally appropriate.

If your child is injured at the Crèche due to an accident, appropriate first aid measures will ensure that your child is cared for immediately. Other staff members will ensure all children are safe and that the child staff ratios are maintained. The Crèche Supervisor and/or Health & Wellness Manager is notified of all accidents/injuries however minor and the staff record in writing all information relating to the circumstances surrounding the accident/injury.

A staff member will telephone the parent/guardian to inform them of the situation that has occurred, the first aid treatment and an overview of how the child is. A request may be made by staff for a parent/guardian to collect the child to seek further medical advice, the parent/guardian is required to collect the child or arrange for another person on the authorized pick up list to collect the child as soon as possible.

DEPARTURE

All children must be signed out of the Crèche on departure. Children will only be allowed to leave with the person that is designated on the sign in and out form. A photo ID may be required by staff if they are unsure. Parents must also sign any incident/injury forms that may be required. Parents are responsible for collecting any medication and all of their child's belongings. Parents must ensure they collect their child on time, late pick up may result in suspension of the use of the Crèche.

PRIVACY AND CONFIDENTIALITY

The Crèche staff will maintain confidentiality in all matters at all times. At no stage will personal information of families and staff be passed on to anyone. Staff act to protect children at all times. We keep relevant information relating to your child at the Crèche where they are stored in a locked filing cabinet.

This includes:

- The child's enrolment form
- Relevant health information
- Relevant parenting orders

The staff operate under the conditions of the Privacy Act and the YMCA Privacy Policy.

CUSTODY AND ACCESS

Natural parents as stated on the enrolment form have legal access to their child at all times unless a legally binding Parenting Order relating to the child states otherwise. Families must ensure that there is a copy of any relevant legally binding Parenting Orders relating to the child be kept with the child's records at the Crèche.

If any person arrives at the centre to collect a child displaying aggressive or negative behaviours or is displaying signs of being under the influence of alcohol or drugs, staff will request that another person be called to assist and collect the child.

In the case of family dispute between parents/families, please be informed that the Centre and children's play rooms are not access points for those involved in the dispute to access time to play with or visit a child. This could seriously compromise the other children's feelings of safety and may disrupt your child and other children's play and routines. In the event that a family member arrives at the Centre with a request to access a child the parent who is the primary carer and with whom the child resides will be contacted immediately.

Where there is a family dispute and no legal family order in place, any authorised person that comes to the Crèche to collect the child that is not documented as an authorised pick up on the sign in and out sheet for that session, or as documented on the child's enrolment form, will not be able to remove the child. In which event the parent who is the primary carer and with whom the child resides will be contacted by the Centre Manager and informed of the situation.

DIGITAL IMAGING

With your permission, photographs will be taken of your child whilst at the Crèche. Prior to any photos permission will be requested by a parent/guardian using a standard image release form for the parent/guardian to complete. Photographs of your child may be alone at play or within a group setting. These photographs may be used for publicity, multimedia production, illustration, advertising and web content. Photographs will only be taken using a digital camera, where images can be printed at the Centre and stored on the Centre computer. Under no circumstances are families allowed to take photographs or videos of the children whilst at the Crèche with personal cameras or mobile phones.

ADULT CONDUCT

All adults on the premises must ensure their conduct is at all times conducive to ensuring that children feel safe and secure. Loud voices, swearing and aggressive behaviour will not be tolerated and may result in the Police being called. Parents are not to approach the children with opinions about that child's behaviour or to request explanations, information or promote blame. Staff will not identify children or family details of children that may have been involved in an incident with your child that day. Further enquiries must be made to the Crèche Supervisor and/or Health & Wellness Manager.

Adults are asked at all times to promote and role model positive behaviour that ensures they are role modelling safe practices, these may include ensuring all doors are closed when you enter or leave rooms, sitting on chairs, not tables, not bringing food, unsafe items or pets into the Centre.

Adults are not permitted to smoke cigarettes or consume alcohol in or around the Crèche at any time.

Parents/legal guardians must also ensure that your approach to staff is always respectful, non threatening.

Negative behaviours that put staff at risk will not be tolerated and where required the police may be called.

NAPPY CHANGING, TOILET EDUCATION AND HAND WASHING

During nappy change time the staff actively interact in positive ways to promote relationship building and to encourage independence. The children are involved in "holding the nappy" and hand washing after the change has occurred. Staff consistently promote, role model and encourage effective hygienic practices.

The staff are experienced in supporting and guiding children through the toilet training process. No pressure is placed on children to use the toilet, but toddlers who seem interested are encouraged. The first indication that your child may be ready for toilet training is when you notice the nappy is dry between changes. This indicates that the bladder is maturing and the child is able to consciously "hold on". However other children are actively interested in the toilet much earlier and like to sit on the toilet even if they don't do anything. All children are different and if you think your child is ready talk to your child's carer to develop a consistent plan. During toilet training staff encourage the child to use the toilet a lot more regularly and support and encourage the child's attempts. It is important during toilet training to provide lots of changes of clothing as accidents will happen.

Please speak with the Crèche staff if you would like further information on this subject.

Hand washing at the Crèche happens consistently throughout the session to minimize the spread of germs and to promote effective hygienic practices. The children are encouraged to wash their hands before and after eating, after nappy change and toileting, blowing noses or coughing. Staff are always on hand to support and role model this important practice with the children.

BEHAVIOUR GUIDANCE AND SOCIAL JUSTICE

For behaviour guidance to be effective, it needs to be both positive and consistent. It is important to identify the behaviour that is unacceptable and not the child. Through the use of positive reinforcement, acceptable behaviours are encouraged in an ongoing manner. Positive reinforcement enables the child to develop a positive sense of achievement and autonomy.

Staff support children in a consistent manner by developing and facilitating friendships and relationships, role modelling and supporting interactions, reinforcing consistent limits and encouraging the child to make choices for themselves throughout the time your child is at the Crèche. Staff role model interactions in a respectful calm manner that responds to the child's attempts to solve problems.

We acknowledge that the display of a range of negative behaviours from children can be a normal reaction when moving through a developmental stage or as a response to coping with change or stress. It is our role in partnership with parents to support children through this stage in a calm and consistent way. It is essential to have open communication with families during this process and to provide access to resources and information that may support families if required.

Some behaviours such as biting or hurting involve another child. Staff support both children through the event and encourage the child who has hurt another child to be involved in caring for their friend. Staff support the children in a variety of ways depending on their age and developmental level, including verbally acknowledging what happened, the children's feelings and emotions. In line with Centre policy, all injuries and first aid are recorded and the parents notified.

Positive behaviour guidance will include:

- realistic developmentally appropriate expectations and limitations
- developmentally appropriate strategies
- recognition and understanding of cultural diversity in child rearing practices.
- being inclusive, involving collaborative problem solving opportunities
- ensure the child feels empowered to practice positive conflict resolution skills

Behaviour guidance strategies will not include:

- any form of physical, emotional or verbal punishment or neglect
- any punishment which humiliates, frightens or threatens a child including using loud voices
- any punishment that does not respect the child's right to dignity or self respect

ACKNOWLEDGEMENT OF POLICIES AND PROCEDURES FORM FOR PARENTS/LEGAL GUARDIANS

When you have read this Policy and Information Handbook, please complete this page and return it to the Creche Coordinator and/or Health & Wellness Manager. Completing this page is part of the enrolment procedure and must accompany the completed enrolment form for each child.

Each parent/guardian is responsible for knowing, understanding and adhering to the Policies and Procedures of the SA Aquatic & Leisure Centre Crèche.

Acknowledgment Slip

(Please print)

Parent/guardian 1 name _____

Parent/guardian 2 name _____

I have received, read and understood the South Australian Aquatic & Leisure Centre Crèche Policy and Information Handbook and agree to adhere to the requirements and guidelines outlined within it.

(Please sign)

Parent/guardian 1 _____

Parent/guardian 2 _____