



# Parents Handbook

[www.bestbeekids.ie](http://www.bestbeekids.ie)

2023

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# Hello & Welcome

Registered Provider	Berta Lazarovici
Mobile no	08679 234 90
Email	info@bestbeekids.ie
Website	www.bestbeekids.ie
Service	Best Bee Kids Unit 1
Service Manager/ Person in Charge	Aimee Watson
Address	Parish Hall, Main Street Donabate
Service Mobile	087 127 90 29
Service Email	Unit1@bestbeekids.ie

## Services available & hours of operations

We offer ECCE & NCS schemes.

We care for children aged 2 years and 5 months to 6 years. We offer 2 sessions of care from Monday to Friday

- Our AM/ Morning Session - 09:00-12:00
- Our PM/ Afternoon Session - 12:45 - 15:45

We offer ECCE for 38 weeks/year. Based on demand, we aim to organize holiday care during Easter and Summer holidays.



# Our mission

Here at Best Bee Kids, we are committed to joining parents on the joyful and messy journey of raising tomorrow's astronauts, chefs or artists.  
We understand how important it is to **give children the best possible start in life and that includes their first encounter with group settings and learning environment.**

# Our values

**Welcome all our children** in a space where they are accepted for who they are, encouraged and cherished.

**Independence.** We aim to build resilience, vital social skills and to prepare children with all the essentials they need to take their next big steps in school and life.

**Partnership** with the parents in meeting each child where she/he is in their development.

As a company, we want to expand our involvement in the local community and build a strong team of childcare professionals who take pride in the role they play in building the future.

...and no matter what the day brings we make sure that in our programs we include fun and laughter, trains and building blocks, plushies and squishes, some play-doh and loads of glitter.



# General Information

Your signed Enrolment Form confirms you understand and accept our onsite center policies and procedures. Please read this handbook carefully and refer to the centers policy and procedure manual which is always available for viewing at our service if you have any questions.

## Code of Conduct

Best Bee Kids provides a safe and fun environment for your children. We always encourage a similar attitude amongst the children and adults. We do not condone any form of discrimination amongst the children or adults associated with the program. Our code of conduct is designed to help us, as individuals, children and our staff team, make appropriate decisions about behavior choices and to demonstrate professionalism, privacy, integrity and respect. Any issues or information should be discussed in the first instance with the Service Manager or the Director of the service.

## Privacy Policy

Best Bee Kids will collect, use, disclose and hold information in accordance with the Data Protection Act (1988, 2003 & 2018).

We process data:

- in order to market the services of our company
- in order to hold and use information necessary for or appropriate to the provision of these services including (though not limited to) child registration forms, booking details, medical and health management records, permission forms, photographs, correspondence, and emergency contact and authorised collector details (including details of third parties)
- to provide updates in the form of pictures, newsletters, videos, social media posts. We will always ask for consent before using any identifiable visual of your child.

The legal basis for the processing of this data is that processing necessary for the purpose of the legitimate interests of the children, their parents and our company in the administration and operation of our child care and other services.

Our full Privacy statement is available upon request.

## Child protection

Best Bee Kids is committed to safeguarding the children in our care and to providing a safe environment in which they can play, learn and develop.

We are committed to child centred practice in all our work with children and full compliance with Children First and relevant legislation.

Our full Child Protection and Child Safeguarding Policies and procedures are available upon requests.

## No smoking

Staff, parents and visitors to our service are not permitted to smoke at any time at our service site.

## Car parking

Staff, parents and visitors park at their own risk and have to comply with existent parking regulations.

## Fees

Parents/guardians whose children are not on availing of ECCE scheme are required to sign a Parent Agreement regarding fee payment:

- Fees must be paid monthly in advance. An invoice is sent to the parent at the beginning of the month and needs to be paid within 5 working days.
- Fees must be paid by bank transfer or online payment.



- A receipt will be issued upon request.
- A deposit of €60 is taken in advance when a child is given a place on the ECCE Scheme. Deposits are refunded when a child takes up their place and are fully registered on the ECCE Scheme on the HIVE portal.  
We don't offer any sibling discounts.

### Reviewing Fees

Fees are reviewed annually by the management.  
Parents/guardians will be informed by giving four weeks' notice of increase in fees.

### Payments in relation to Holidays or Illness of the Child/Children

Parents/guardians will be required to pay for any days/weeks that their child/children do not attend the Service. Children are booked for the whole year (38 weeks) and **any changes to this require a 4 (four) weeks notice.**

Parents can choose to book their children in the optional holiday program. Parents are not tied in to booking their children in the holiday programs.

In the case of a long term, medically certified illness of a child, parents/guardians are advised to keep in contact with the Manager on a regular basis. Further arrangements will be discussed with the Parent/Guardian.

There will be no fees charged when the Service is on holidays. These dates will be circulated directly to parents/guardians and posted on the parent's notice board well in advance of these closure periods.

There is no reduction in fees for Public/Bank Holidays.

### Closure in Exceptional Circumstances

In the event of the closure of the Service in exceptional circumstances, that is beyond the control of the Management e.g. adverse weather conditions full fees for the closure period will be payable unless the situation continues beyond a reasonable time. The management reserves the right to charge parents for a maximum of 5 days of forced closure during a full year (calculated from September to August).

Where the Service is required to close in longer exceptional circumstances we will be guided by the Pobal Guidelines in relation to fees and force majeure leave.

### Late Collection of Child/Children from the Preschool

Parents/guardians should note that due to legislative requirements under the Child Care Act 1991 (Early Years Services) Regulations 2016 and Children First – Child Protection Guidelines two members of staff are required to be with the child/children.

Parents/guardians are advised to keep within their agreed time for collection of their child/children for the above reasons. We require that all children should be collected by the designated time to ensure that the Service may close safely. Where a child has not been collected by closing time and staff have not been notified they will proceed to contact parents/emergency contacts as detailed on the Enrolment Form. At no time will a child be left unattended and, the Service Manager is authorized to take all necessary steps to ensure the safety and well-being of the child as outlined in the Centers Policies and Procedures Manual.

Please see the Collections and Arrivals Policy and Procedure.

There is a Late Collection Fee of €5 for every 15 minutes late, or part thereof.

### Withdrawal of Children

Parents/guardians sign up and agree in the Parents/Guardians Fee Agreement Form that they will:



- Give notice, in writing, that the child/children are leaving the Service
- Give four weeks' notice or pay one month of fees.

Management also reserves the right to request that the Parent/Guardian withdraw their child/children from the Service if they are not 'settling in' or adapting to the environment. The Management agrees to give two weeks' notice of this to the Parent/Guardian so that they can make alternative arrangements.

### Non-Payment of Fees

Non-payment of fees may result in loss of placement.

A repeated failure to pay fees may result in suspension or withdrawal of child's place until the matter is resolved.

Late payments will incur interest charges of 7% calculated daily and if fees are not paid, they may be handed to our collection agency that will actively seek all monies owed, including seeking legal redress.

Children will not be permitted to attend any sessions until the overdue fees are paid.

Any delays in payments must be discussed in advance and agreed with management.

### Change in circumstances

Please remember it is your responsibility as the parent/guardian to advise us immediately should any information provided on the original Enrolment form changes e.g.; contact details, custody arrangements etc.





# Our Routine

Our daily routine provides a consistent but flexible structure for children and adults in the group. The routine is divided into different segments, as follows:

- Welcome the children into the room
- Free Play (incl. table top activities)
- Outdoor time
- Meal-time
- Circle time
- Art
- Home time

## Welcome to the service/ Saying good-bye to parents

Some children may cry, become clingy and/or shy. It can be upsetting for the parent(s), and typically they carry it with them for the morning while their child recovers and has a great day of exploration, play and fun. A wide range of reactions from children are expected and perfectly normal. Our carers have experience with this separation, and they will respect and assist each child's needs during an adjustment period. This can also happen at different times during the year.

Some ideas for parents for a smooth drop off:

- Keep positive focus on your child and your goal
- Greet your child's teacher together
- Remind your child that you will be at "X" time to pick him/her up
- Suggest to your child to get a favorite activity

We recommend that once you have given your child a hug and have begun to leave, even if your child is upset, to keep going. A goodbye is actually harder on a child if it is too long. We take responsibility to your child's happiness and comfort very seriously, and we will do our best to turn an unhappy child into a happy one as soon as we can. If separation continues to be an issue for a child, we want to work with the parents to establish a positive routine.

More information is available in our full Settling In Policy.

## Free play

Free play is when children have full freedom to play in whatever way they want. They can choose everything – they have the freedom to select their play materials, interest area and even the plot. Free play is a critical part of a child's life, and it develops every aspect of a child's development. We, at Best Bee Kids believe that free play is crucial, and we always allocate unstructured time to allow them to explore their creativity in a safe and supervised environment.

## Outdoor Time

Active outdoor play is a key component of our daily routine. We have our Natural Outdoor Areas in both Unit 1 & Unit 2 are designed and constructed by RTE's Supergarden Judge and Bloom Winner, Brian Burke. Outdoor Gear and Wellingtons are supplied by Best Bee Kids for all children to wear while outdoors. We love it when children get to explore the natural environment without fear of getting dirty or wet. With our newly installed washing machines we make sure the outdoor gear is cleaned regularly.

Our full Outdoor Play Policy is available upon request.



## Meal -time

### Heathy Eating

We promote and support healthy eating at all times so we ask parents to please not send in sweets or treats for children in the crèche. It is important at this young age to introduce and educate children about good nutrition and the health benefits of eating well. We will follow all good food hygiene practices.

Parents are advised to have the lunches fully labelled with the child's name in containers suitable for refrigeration.

We encourage children to help set-up and cleaning and we foster their independence during meal-times. We strongly recommend that you include lunch-boxes and bottles that children can open and close themselves. Any food that is not consumed is sent back in the lunch box. We discourage children from sharing their food with their colleagues and we appreciate it if you can send the same message to them at home.

We do not allow any treats or foods brought from home to be shared with other children.

### Lunch Box Ideas:

Sandwiches, Baps, Wraps, Multigrain rolls, Crackers with suggested fillings, Lettuce, Tomatoes, Cheese, Coleslaw, Turkey, Ham, Beef, Corn Beef, Jam, preserve to include foods from each of the food groups as suggested by the HSE.
Chopped up seasonal fruit kept in an airtight container; Strawberries, Raspberries, Grapes, Mangoes, Kiwis, Apples, Oranges, Mandarins, Melon, Peaches, Nectarines, Plums
Drinks; Low Sugar Juice Drinks, Smoothies, Milk, Water, 100 per cent fruit juice, diluted 1:5 parts. No fizzy drinks allowed
Treats: Ryvita fruity crackers, cheese cut up in cubes, plain biscuit, fruit cake, homemade biscuits/scone.

Our full Healthy eating Policy is available upon request.

### Allergies/ Nut FREE

We operate a Nut FREE zone. No nuts of any types are allowed on premises.

The management will take reasonable steps to provide an allergy-safe and allergy-aware environment for a child with allergies. Information relating to children's allergies are kept in their Child Record (on ECCE) and are displayed in the kitchen so that all staff are aware of allergies.

It is Parent's responsibility to inform us in writing about any allergies or dietary requirements that the child has.

### Birthdays

We supply a shop bought birthday cake. We do not allow parents to bring in any treats for other children.

### Circle time

Circle Time takes place in the second half of our session. It is a period of time in which all the children join the teacher as a group. Circle Time typically lasts between about 15 minutes and is a mixture of music, movement, conversation, learning, and fun. This is the perfect opportunity to bring in our



themes and to encourage children to learn more about different topics.

### Art time

All children love to color, draw, glue and most of all sprinkle some glitter over everything. We encourage children to be as creative as possible so don't be surprised when they bring home three-eyed reindeers, rainbow bunnies or pink bees.



# Personal Belongings

We ask parents to clearly mark their child's belongings as we cannot be responsible for lost items. Please do not send in expensive or important items.

We recommend that Children's own toys are not brought in the crèche. We do however understand that some children find personal items comforting. Please note that any toys are sent in at your own risk and are your child's responsibility. If the items brought in are suitable for play we encourage children to share them with their colleagues. If the items brought in are not suitable for playing (they are very small, etc), the items will be gently taken away and returned at home-time. Thank you for your co-operation in this matter.

# Settling In

We invite and welcome all new parents and children to visit us before the first day.

Children react very differently to the same situation so we will work with you to ensure this period is as stress free as possible for both you and your child/children. Parents cannot stay with children during the settling in period as this really disrupts the other children, we ask you drop them at the door of their new room.

You must be prepared to accept that it may take time for your child to adjust to the crèche/new room but very few children fail to settle eventually. Please remember, the more your child attends and experiences the activities on offer and sees you interacting with the staff, the more settled s/he will feel.

Our full Settling In policy is available upon request.

# Medical considerations

If a child attending the program becomes unwell or upset, we will contact parents for them to pick up the child as soon as possible. Please keep children who are unwell at home until recovered, as we do not have the facilities to look after sick children.

If a child has been booked into the program but does not attend please inform us by text/ email.

## Medical Conditions

At the time of enrolment, the parent/guardian must advise the service of any medical conditions that the child has been diagnosed with. Parents and guardians also need to indicate if any medication (whether prescription or homeopathic) is to be administered to a child during any session of care. Parents need to discuss the specifics with the Service Manager or the qualified staff member. In some instances, specific Medical Management Plans, risk management and minimization plans, equipment and other resources may also need to be provided before the child can attend the service. Parents will also need to supply all prescription medication in its original bottle with the child's name, appropriate dosage and frequency, date of dispensing and use by date.

Our full Medication Administration Policy is available upon request.



## Infectious disease

Measures will be taken by management and staff to control spread of infection. Appropriate processes and hygiene practices will be employed from recognised health authorities and put in place for children to observe and participate in a safe and healthy environment. We ask if an infectious disease becomes apparent at home that the parent/guardian contacts our service about the child's condition so appropriate action can take place. If this becomes apparent at our service, we will contact parents/guardians or emergency contacts about the child's symptoms and the immediate need to collect the child from our service. We will also remind parents of the necessary exclusion's periods and/or need for a medical practitioner certificate to allow the child to attend the service again.

Our full Infection Control Policy is available upon request.

## First Aid

At all times there is an approved fully stocked first-aid kit and other supporting kits available and a staff member trained in first aid, anaphylaxis & asthma will be present onsite at each session of care.

## Incidents & Accidents

All incidents, injury, trauma, and illness events including serious incidents are recorded and discussed with parents, staff and where necessary reported to the appropriate authority.

If a serious accident occurs our policy is to ensure the safety and well-being of the child first. This may mean an ambulance or other appropriate form of medical help is sought before the parent is called. We do not transport children to doctors, hospitals, or homes.

## Emergency Procedures

The safety of staff, children and visitors to our service is vital in the event of an emergency. Emergencies include events as fires, hurricanes, floods, extreme weather conditions, other catastrophic events, the presence of dangerous persons and animals and any other situation or threat which requires a lockdown or evacuation of the premises.

Staff and volunteers will initially be made aware of emergency procedures and drills at our service during their inductions and this information will be reinforced with the children during regular practice drills.



# Communication with Parents

All important communication will be sent in writing to parents.

All important communication from parents is **expected and accepted only in writing**, this includes but is not limited to: changes to bookings, changes in circumstances, allergies, dietary information, medical conditions, permissions to collect, additional needs or preferences, etc.

## ECCEsoft

All Parents are invited to download and use the ECCEsoft app. On this app we aim to regularly post pictures and updates on what are the children up to on a daily basis.

ECCEsoft does not allow pictures to be downloaded and we do not give consent to anyone to use these pictures or information in any way.

Pictures are only shared among the parents of the children in of the same group/ session. Parents have the option to opt-out from having their children's pictures taken.

## Whatsapp

We have created whatsapp group where we can send important and relevant communication about day-to-day matters. These groups only allow unilateral communication (from us to parents). If Parents want to get in touch please message us directly. Mobiles phones are scarcely used during sessions so please do not expect a prompt reply.

## Emails

All important communication will be sent by us on emails. It is parents' responsibility to make sure they are receiving our communication and that our email addresses are added as "contacts". Please get in touch with us ASAP if you don't receive our emails.

Our email addresses are:

[info@bestbeekids.ie](mailto:info@bestbeekids.ie)

[unit1@bestbeekids.ie](mailto:unit1@bestbeekids.ie)

[unit2@bestbeekids.ie](mailto:unit2@bestbeekids.ie)

## Facebook

We have a new facebook [page](#). We will use this as a notice board/communication tool for parent for marketing purposes. Any pictures posted will NOT have faces or names of any children in them.

We will advertise our holiday programs on our webpage and will support any reviews and interactions online with parents and local community.

Please do NOT send any child-related communication on facebook. All bookings & program information will be discussed only by email.

