

# Parent Handbook

## Scoil Mhuire Lourdes & St Johns Girls National School (CCBGS)

(version 5 August 2017)



<http://www.sherpakids.ie/school/scoil-mhuire-lourdes-st-johns-girls-ns/>

**Programme Manager**

**Maeve Daly**

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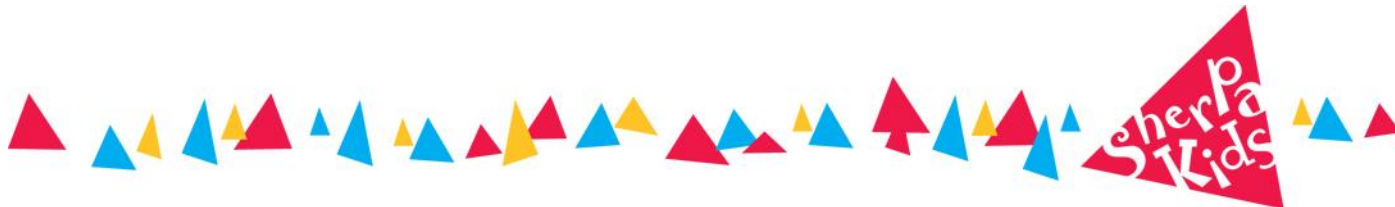
**Owners**

David and Teresa Bebb

Phone 087 169 6022/ 087 441 7960

Email: [kinsale@shepakids.ie](mailto:kinsale@shepakids.ie)

**REACH ENGAGE  
CHALLENGE**



## Welcome to Sherpa Kids Kinsale & Carrigaline Out of School Care

### About this handbook

This Parent Handbook is an important document and sets out the way in which Sherpa Kids will operate at your school, including key information about how your children will be looked, safety information, administration, billing terms and conditions, payment information and how to contact us.

This document refers to the Sherpa Kids enrolment form which should be read in conjunction with this document.

Please read this document and if you have any questions please contact David and Teresa and we will help.

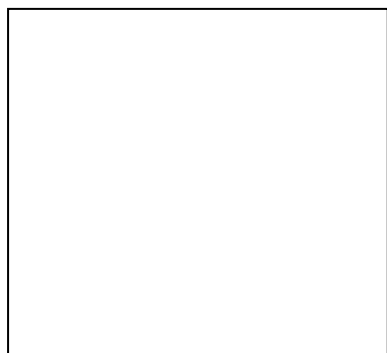
### What is Sherpa Kids?

Sherpa Kids Kinsale and Carrigaline is independently owned and operated by David and Teresa Bebb.

Site Contacts during operational hours  07:40am – 08:40am 1:30pm – 6:00 pm	Programme Manager: Maeve Daly  Phone: 087 907 8254  Email: ccbgs@sherpakids.ie  Please contact this number or send an email for enquiries during operating hours
Emergency contacts outside these times	David and Teresa Bebb 087 169 6022 / 087 441 7960

### Meet the team

Your programme manager is Maeve Daly. She is an experienced childcare professional who is passionate about high quality childcare. She will be your day to day contact.



David and Teresa are two local parents living in Kinsale. We have 3 children, 2 of which are attending national school, with the eldest at University. We are passionate about high quality, safe and affordable out of school hours care that Sherpa Kids systems can provide and we will always ensure do our best to ensure this is the case.



We welcome feedback from any parent/guardian on how we can improve and are available to speak to you at any time.

## **Services Available and Hours of Operation:**

**Before School Care:** 7:40am – 8:40am  
**After School Care:** 1:30pm – 6:00pm  
Available Monday to Friday

**Summer/Holiday Care:** Available during school holidays subject to demand  
Opening hours are 08:00 to 6:00 pm with a core session from 10:00 am to 3:00 pm (Core session) with additional hourly sessions available from 08:00 am to 10:00 and 3:00 pm to 6:00pm. Opening hours and venues are subject to change based on demand.

Timetable may vary and is subject to notified changes. We may also open on School Closure days subject to demand

We are closed on all public holidays and the week between Christmas and New Year.

## **Bookings and enrolment**

All booking should be made through the online booking system parent portal where possible. This system makes sure that the very latest changes that you make are updated immediately and available to the programme manager at the school. It also provides you with details of your bookings and any outstanding invoices.

An enrolment form must be completed for each child who will be using the service. The enrolment is an online process and can be completed at <https://sherpakids-ie.aimyplus.com/Account/Login> and click new parent register here. You will be asked to enter an email address and password and the site that you are registering for. The site code for this service is CCBGS. You will be asked to confirm that you are registering for this service and that the data will be shared only with the site you have registered for. Tick to accept the site registration.

The enrolment form is important as it tells us about your child so that they are safe and secure in our care.

Manual enrolment form can also be found on our web site at under the enrolments section <http://www.sherpakids.ie/school/scoil-mhuire-lourdes-st-johns-girls-nr>

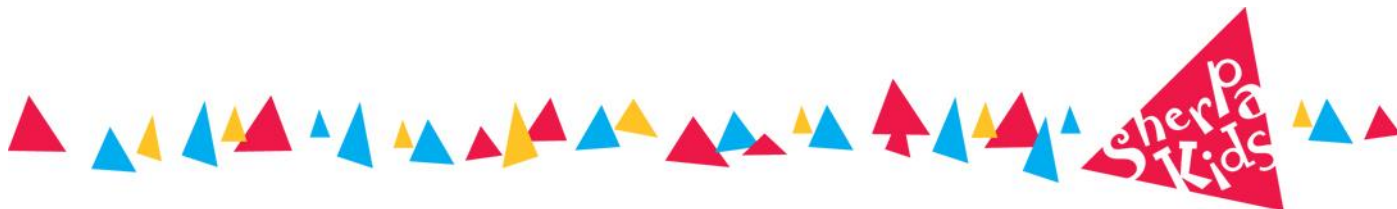


You are under no obligation to use the service by completing an enrolment form and there is no charge. The form however must be completed to allow children to use the service. We recommend that all parents complete the form just in case of the need to use the service in an emergency.

### **Where is the service delivered and how do I get there?**

In term time, the service is operated in the grounds of SML Boys school site and is available to both boys and girls schools.

When accessing the before school service the service open at 07:45, the school gates will remain secured until this time. After this time pedestrian access is available through the main school gate at the Boys School. Only children who are under the care of Sherpa Kids and registered and booked accordingly with us are permitted on school grounds before the school grounds officially open at 08:40.



# Philosophy

We provide a safe and secure environment for the quality care of school aged children through a structured well balanced programme. We achieve this by thinking ahead, anticipating what children might like to do to keep them safe and happy. We do this by providing planned activities, and supervised free play. We abide by eight values which represent all areas of our Out of School Care programmes in order to provide quality learning outcomes for happy children and also incorporate the school's values and ethos into our programme.

	<b>Commitment</b>	We are committed to the vision, mission and goals of Sherpa Kids, our team and our clients at all times
	<b>Integrity</b>	We will always speak the truth and will only ever make agreements that we intend to keep
	<b>Excellence</b>	We will always look for ways to improve and add value to our programmes
	<b>Communication</b>	We will always speak positively of our team members, both in public and in private. We will never use sarcasm, profanity or listen to gossip
	<b>Education</b>	We are always willing to learn from our mistakes. We will look for practical knowledge and solutions rather than just theory
	<b>Team Work</b>	We will focus on co-operation seeking resolution as opposed to compromise
	<b>Systems</b>	We work to our system for solutions if a problem arises. We always follow the system and strive for continuous improvement
	<b>Consistency</b>	We are consistent in all our actions so that our customers can feel comfortable when dealing with us at all times





# General Overview

## Orientation

Welcome to our Sherpa Kids service. We hope your orientation of our service and the following information gives you a greater understanding of the operations of our Sherpa Kids programmes and sessions of care.

Your signed Enrolment Form confirms you understand and accept our onsite centre policies and procedures and the details set out in this parent handbook.

Please read this handbook carefully and refer to the centres policy and procedure manual which is always available for viewing at our service (the school) if you have any questions.

If you are unclear about any aspect of the service please speak with your nominated site contact set out in this booklet or contact David or Teresa directly.

## Code of Conduct

Sherpa Kids is about providing a safe and caring environment for your children. We wish to encourage a similar attitude amongst the children. We do not condone any form of discrimination amongst the children or adults associated with the programme.

Our code of conduct is designed to help us, as individuals, children and our staff team, make appropriate decisions about behaviour choices and to demonstrate the core values of integrity and respect, performance, professionalism and privacy.

Any issues or information should be discussed in the first instance with the Programme Manager or David or Teresa.

Our 'code of conduct' is kept in the centre policies and procedures manual.

## Privacy Policy

Sherpa Kids will collect, use, disclose and hold information in accordance with the *Data Protection Act (1988 and 2003)*. We will only disclose personal information to other organisations and government departments who require this information by law. These may include but are not limited to:

- Department of Education
- Insurance Agencies
- Sherpa Kids Professional Advisors such as Lawyers
- Office of the Revenue Commissioners



# Sherpa Kids Programme

Our programmes meet all standards and guidelines as recommended and reflected by Sherpa Kids philosophy and values.

Sherpa Kids programmes will also:

- ensure children's learning and development is facilitated and their individual interests and abilities are encouraged and needs are met
- provide challenging and interesting age appropriate activities using a variety of resources and suitable equipment to engage and stimulate children's physical, intellectual, social and creative abilities
- plan for a range of daily indoor and outdoor activities taking into account the health and development guidelines for the age group
- enable children to participate in quiet/active activities, as well as group/small group or individual activities
- encourage children to feel part of the school and wider community
- be evaluated regularly by children, parents and staff using a variety of assessments and strategies

## Daily Routine

In order to ensure our service is a happy and safe environment which runs smoothly for the children who attend our programme, Sherpa Kids follows a structured routine. A 'typical' Before & After School Care day is as follows:

<b>7:50am – 8:15am:</b>	<b>Before School Care *</b>
<b>8:15am – 8:45am:</b>	<b>Free time or Special Activity.</b>
<b>8:45am – 9:15am:</b>	<b>Breakfast served.</b>
	<b>Free time</b>
<b>2pm – 3pm:</b>	<b>After School Care *</b>
	<b>Put away school bags, roll call for infants, free play</b>
<b>3pm – 3:30pm:</b>	<b>Put away school bags, roll call for older kids, wash hands and have afternoon tea.</b>
<b>3:30pm – 4:15pm:</b>	<b>Homework supervision, reading or other quiet activity.</b>
<b>4:15pm – 5:15pm:</b>	<b>Special Activity time</b>
<b>5:15pm – 6pm:</b>	<b>Finishing up projects, free time and cleaning up.</b>

\* Note: times may vary depending on school times



## Daily Programme

Weekly themes or a variety of activities are incorporated into the daily programme. The daily programme is an indication, only, of the types of activities the children will be involved with at any given time. However, depending on the children's enthusiasm and interest, it may be varied at the discretion of the staff.

Monday	Art & Craft
Tuesday	Music & Drama
Wednesday	Games & Sports
Thursday	Cooking & Technology
Friday	Fun Day

## Other school activities

Some children regularly participate in extra school activities such as football or drama classes. These activities can be accommodated from within the Sherpa Kids after school programmes, provided that they have been agreed by the Programme Manager and the activities are approved by the School and take place in school grounds.

Responsibility for collection from and return to the service must be arranged directly with the extra school activity provider and agreed by the Sherpa Kids service, the extra school activity provider and the parents.

Responsibility for the child during these times rests entirely with the extra school activity provider. Sherpa Kids charges will be reduced to reflect this time away from the after school programme.

## Summer/Holiday camps

We offer summer and holiday camps, subject to demand at our key sites. These camps may be open to other children from a different school which is not operating a camp.

All our summer/holiday camps are designed to offer a stimulating and fun experience in a safe and secure environment.

The camps are structured around a core session which operates from 10:00am to 3:00pm each day of the holiday timetable. The timetable is posted well in advance of the summer and holidays breaks to enable parents to plan. In addition, the core session is extended on an hourly basis which extended the operating hours from 08:00am to 6:00pm.

The timetable is always subject to demand. We aim to offer the service when we have a minimum level of children sufficient to make the experience enjoyable for





all. We aim to operate a service in at least one of our schools in all non-term time except public holidays. The detailed timetables will be published well in advance.

### **Cultural Diversity**

Sherpa Kids programmes will be mindful of cultural differences and the needs of the children in our care. Where possible service information and community information will be translated or provided in various languages and support provided to ensure the successful inclusion of children.

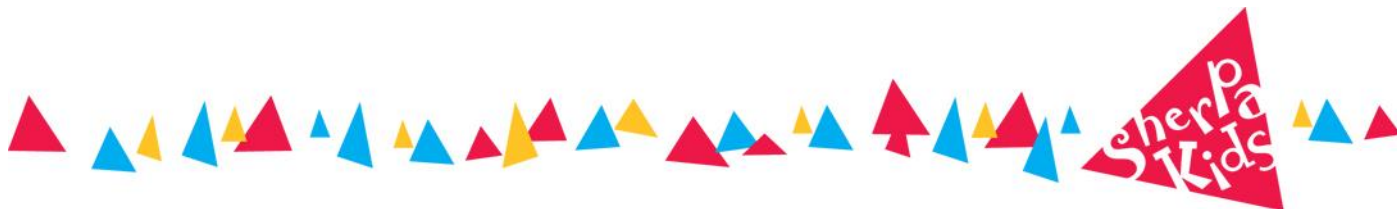
We will encourage staff and families input by contributing their knowledge about their own culture into the service programmes, activities, policies and procedures to ensure children's needs are being met and to enhance the overall quality of our service.

### **Children with Additional Needs**

Every effort will be made to include children with additional needs in our programmes and a full assessment with the assistance of the child's parent, will be made to determine the child's needs and if they can be catered for, prior to the child commencing care. Detailed information about the child's requirements and specific behaviour or medical management plans must be obtained from the parents and included with the child's enrolment form. Parents must arrange a time with the Programme Manager to discuss their child's needs to ensure appropriate care can be provided.

### **Family & Community Involvement**

Families are welcome to spend time at our service with their children and this will also increase communication between Sherpa Kids staff and families and help us to meet you and your child's needs. If your family or child has a special day or significant event you would like us to celebrate or share, please discuss this with staff. Community and school involvement is also encouraged at our service as we feel the information and experiences this can provide, can add to a child's development and learning experience.



# Administration

## How do I enrol to use Sherpa Kids?

All families need to complete an **Enrolment Form for each child** to use our service. These forms can be completed online at [https://sherpakids-  
ie.aimyplus.com/](https://sherpakids.ie.aimyplus.com/) or can be completed in hard copy by downloading from <http://www.sherpakids.ie/school/scoil-mhuire-lourdes-st-johns-girls-ns/> under the enrolments section.

The enrolment form contains important information regarding your child/children and it is important that this information is always up to date. **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, medical condition, custody arrangements etc.**

Once the form has been completed it can be changed online through the parent portal. If you need help in making these changes please ask your site Programme Manager.

## How to book?

The easiest way to make a booking is to use the parent portal. You will be able to make and view all of your bookings here. In the parent portal, you will be asked to enter the planned booking time and frequency.

The booking is made subject to the terms and conditions as set out in this parent handbook and the enrolment. You will receive notification that you have made a booking which will be pending until reviewed by the Programme Manager.

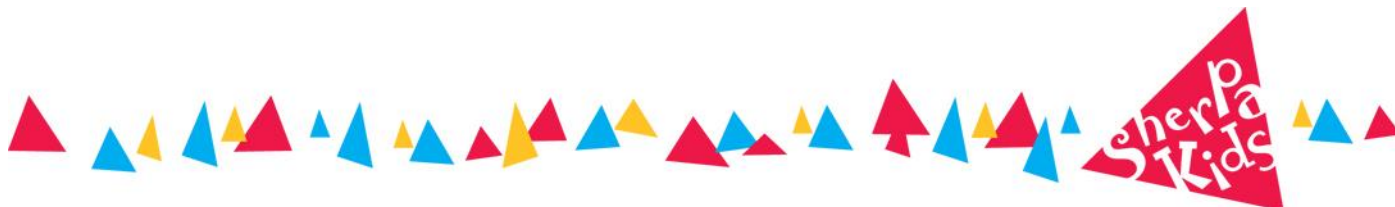
The terms and conditions are updated from time to time and the latest copies are always available on our web site. When we change these, we will always write to you to let you know what has changed. A link is also provided to the terms and conditions at the time of your booking.

The Programme Manager will review your booking and will notify you if the booking has been successful.

It is important that any additional bookings are made with plenty of notice. If you require a change to your arrangements on the same day please notify the Programme Manager before 12 noon using AimyPlus. We will always try and accommodate last minute requests but this may not always be possible, if bookings are made after this time, as space is very limited.

## How does Signing in and Out work?

The adults authorised to collect your child/children must sign in or out depending on the session making use of AimyPlus. This records a digital signature and the time that the sign in or out occurred. During school terms the Programme Manager will sign over your child to/from the school at the beginning/end of school depending on whether the session is for before or after school. This requirement is for the safety of the children, and for payment records. Only authorised persons will be able to sign out a child as notified on the Enrolment



form or as advised by parents and guardians on a specific day. If the collector is not you, then your authorised person will need to provide photo identification and we need to be notified in advance by the primary carer that it is ok.

### **How am I invoiced for using the service?**

During term time, you will receive an invoice which collates all of the attendances of your children for the week. These invoices will be distributed by email within 48 hours of the end of the week and are due for payment in seven days.

The invoice will set out the service that has been used, the hours attended, hours chargeable, charges for the service before discount, and any applicable discounts.

The invoices will be sent by AimyPlus, our billing system. Sometimes these kinds of emails can be classified as spam and filtered out. Please set you email setting to make sure that you email is received in your inbox.

### **How do I pay my Sherpa Kids invoices?**

Where possible fees should be paid in advance for any child attending the Sherpa Kids after school care programme. Payments can be made by monthly standing order, which is payable on the 1st of each month commencing September of each year. The standing order is set based on your planned attendance pattern and can be adjusted throughout the year to avoid us a large debit or credit balance being created. This standing order can also be set to include any summer/holiday camps requirements which spread the costs of these service across the year. A standing order estimator has been developed to help you work out what the likely standing order cost would be. This can be found on our web site <http://www.sherpakids.ie/school/scoil-mhuire-lourdes-st-johns-girls-ns/> under the enrolments section.

To keep our costs low we do not make use of a credit facility and as a result it is important that fees are paid promptly. We reserve the right to suspend an enrolment if the account is more than 28 days overdue. If there are difficulties in meeting payment of fees, please contact David or Teresa to discuss the circumstances and we will do our best to agree an acceptable resolution.

We do try to offer some flexibility in payments where possible. Any agreement must always be agreed up front though before the accounts becomes overdue though.

You may pay your charges via a number of options:

- Electronic transfer to our bank as set out below

Bank of Ireland, Main Street, Kinsale	
Account Number: 93747647 Sort Code 90-08-18	
IBAN	IE03BOFI90081893747647
BIC	BOFIE2D



- We will shortly be introducing facilities to accept credit or debit card payments on site and plan to have this service available from the start of term. You may use our computer facilities based on site to make these payments through our secure on-line payments account.
- We are planning to phase out the acceptance of cash at our services. Those customers who wish to pay by cash can do so for a limited period or by paying in the cash at our Bank of Ireland account, referencing their child name and school.
- We do not accept cheque payments

Late payments may incur interest charges of 5% per week 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 queries regarding your account or payment of fees must be made to David or Teresa, not the school or Programme Manager.

### **Cancellation/Change Policy**

Our cancellation policy has been setup to avoid charges for absence when sufficient notice has been given. We have not set the policy to charge excessively but there has been some situations last year, where the more lenient policy has been abused leading to increased staff costs and lost revenue.

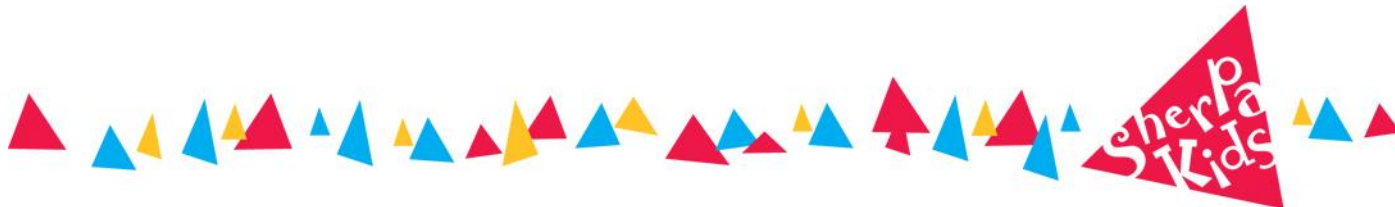
All cancellation or changes to all services, including holiday/summer camps must be made in writing to [kinsale.cancelations@sherpakids.ie](mailto:kinsale.cancelations@sherpakids.ie) or by text to 087 169 6022. No other cancellation notification will be accepted. Once accepted you will be notified by email from AimyPlus that your cancellation has been received and confirmed.

**Any term time absence which has not been notified in advance, in strict accordance with the cancellation policy will be recorded and will be subject to a flat rate non-cancellation charge of €10.00 for ASC and €5 for BSC, irrespective of the booked time.**

**For the avoidance of doubt this includes sickness and will continue to be charged until notification has been made. The details of the cancellation policy and possible charges are set out clearly in the fees and charges tables set below. Separate non-cancellation terms apply to summer/holidays camps as set out in the relevant charges table below.**

**You should read these tables carefully to reduce unnecessary charges.**

It is recognised that there are sometimes exceptional circumstances that could lead to an absence and at the absolute discretion of the owners mitigating circumstances will be considered which may reduce charges for absence.



## Late Pick Ups after 6pm

Most services are open until 6pm daily. We offer a five minute grace period to cover minor delays. All children must be collected by this time to avoid late pick up charges. We have a **minimum late pick up fee of €15.00 per 30 mins per child which will be chargeable** if your child is not collected on time. Late pick up charges will be payable in all circumstances where a child is picked up later than the scheduled close time for the service plus grace period of five minutes.

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** however, the Programme Manager is authorised to take all necessary steps to ensure the safety and well-being of the child as outlined in the Centres Policies and Procedures Manual.

## How much does the service cost and how are the charges calculated?

Our billing terms and condition are set out in this parent handbook to be as clear as possible. There are however several variables that make the charges quite complex though. The tables below set out basis for the charges for each type of service and includes an explanation of what how the core charges are calculated, what happens if the pickup is later or earlier than planned, how absence from a booked session are charged and how to avoid these charges (the cancellation policy), and what discounts may apply. If you need any of these points clarified please speak with David or Teresa who will be happy to help.

The billing terms and conditions have now been coded into our billing and attendance manager system which allows billing to be calculated automatically. **You are reminded that all cancellation must be notified in writing to [kinsale.cancelations@sherpakids.ie](mailto:kinsale.cancelations@sherpakids.ie) or by text to 087 169 6022 and NOT to the programme manager.**

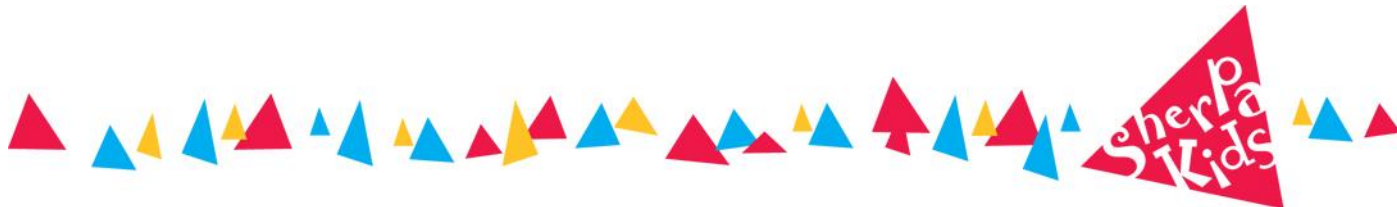
If you ever have an issue with your bill, please contact David or Teresa. A copy of these tables is displayed at all our sites for your reference.



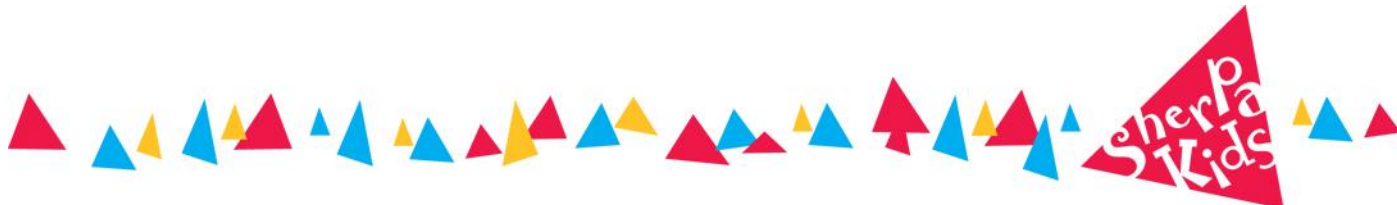
## SML and St Johns National School (CCBGS) - Before School service (BSC)

CCBGS Before School service (BSC)	Billing terms and conditions
Hours of operation	07:40 – 08:40  Children cannot be accepted before 07:40
Charges	Charges are based on the time attended rounded up to the nearest half an hour. There is a minimum charge of one hour for this service.  All hours are charged at €5.00 per hour in all cases
Early drop off	No early drop off is possible at this service. Earliest drop off is 07:40.
Early pick up	This is a before school service and the child is handed over to the school when school commences at 08:40. No early pickup is applicable.
Late pickup	This is a before school service and the child is handed over to the school when school commences at 08:40. No late pickup is applicable
Cancellation	If no notice is given of a cancellation of a confirmed BSC session, a non-cancellation charge is applied of €5.00 for every instance/child where cancellation is not notified.  No charge is payable if the BSC session is cancelled in accordance with the cancellation policy with 24 hours' notice from the commencement of the service. All cancellation must be made to <a href="mailto:kinsale.cancelations@sherpakids.ie">kinsale.cancelations@sherpakids.ie</a> or by text to 087 169 6022



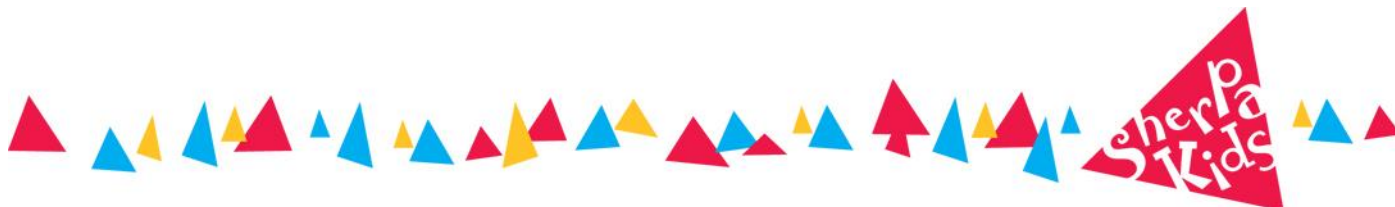


Sickness	<p>Where a child does not attend due to sickness charges this is recorded as an absence and a non-cancellation charge is applied of €5.00 until notification is received.</p> <p>Please note if a child is expected to be sick for more than one day please notify the cancellation as above to avoid a further non-cancellation charge.</p>
Discounts	<p>There are no discounts applicable to the before school service</p>
Invoicing and payment terms	<p>Invoiced weekly. Payable within 7 days or by standing order.</p> <p>Overdue accounts may be subject to suspension and additional interest costs at 5% of overdue balance and any additional debt recovery costs. Overdue means accounts where an invoice is more than 28 days overdue for payment</p>



## SML and St Johns National School (CCBGS) - After School service

<b>CCBGS</b> <b>After School service (ASC)</b>	<b>Billing terms and conditions</b>
Hours of operation	1:30 pm to 06:00 pm
Charges	<p>Charges are based on the time attended rounded <b>up</b> to the nearest hour. There is a minimum charge of one hour for this service.</p> <p>All hours are charged at €5.50 per hour BEFORE applicable discounts.</p>
Additional school activities	No charge is made for the time where the child attends the extra school activity. Your chargeable hours are reduced to reflect the time spent away from the service.
Early pick up	If a child is picked up early than the booked time, the actual hours that the child attended will be charged based on the time attended in whole hours, rounded up. Minimum charge is one hour.
Late pick up during the session	A grace period of five minutes is applicable for ASC session during the session time to allow for minor delays to a child pickup. If the child is picked up later than five minutes past the scheduled time, an additional hour charge will apply.
Late pick up after 06:00 pm	<p>A grace period of five minutes is applicable for ASC after 06:00pm, to allow for minor delays to a child pickup.</p> <p>Where a child is signed out up to 06:05 there is no late pick up charge.</p>



	Where a child is signed out later than 06:05pm a charged of €15.00 per 30 mins will be chargeable per child.
Cancellation	<p>If no notice is given of a cancellation of a confirmed ASC session, a non-cancellation charge is applied of €10.00 for every instance/child where cancellation is not notified.</p> <p>No charge is payable if the ASC session is cancelled in accordance with the cancellation policy with 24 hours' notice from the commencement of the service. All cancellation must be made to <a href="mailto:kinsale.cancelations@sherpakids.ie">kinsale.cancelations@sherpakids.ie</a> or by text to 087 169 6022</p>
Sickness	<p>Where a child does not attend due to sickness charges this is recorded as an absence and a non-cancellation charge is applied of €10.00 until notification is received.</p> <p>Please note if a child is expected to be sick for more than one day please notify the cancellation as above to avoid a further non-cancellation charge.</p>
Discounts	<p>Discounts will be applied to actual attendance as follows:</p> <p>Where a child(ren) attends less than 3 hours then the rates applied are as follows: Child 1 €5.50, Child 2,3 etc €5.00</p> <p>Where a child(ren) attends three or more hours then the rates applied are as follows: Child 1 €5.00, Child 2,3 etc €4.50</p>
Invoicing and payment terms	<p>Invoiced weekly. Payable within 7 days or by standing order.</p> <p>Overdue accounts may be subject to suspension and additional interest</p>



	costs at 5% per week of overdue balance and any additional debt recovery costs. Overdue means accounts where an invoice is more than 28 days overdue for payment
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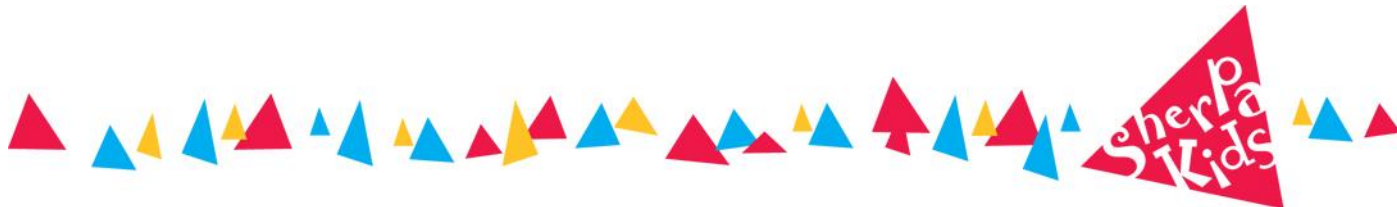
## SML and St Johns National School (CCBGS) – Summer/Holiday camps

<b>CCBGS</b> <b>Holiday/Summer camps</b>	<b>Billing terms and conditions</b>
Hours of operation	<p>Core session time 10:00am to 3:00pm.</p> <p>Additional session time may also be booked if available, from 08:00am – 10:00am and 3:00pm to 6:00pm.</p>
Charges	<p>Charges for core camps are issued when the timetable is published.</p> <p>Additional session charges are based on the time attended rounded up to the nearest hour. There is a minimum charge of one hour for this service.</p> <p>All additional session hours are charged at €5.50 per hour.</p>
Additional school activities	Core camp times only.
Early pick up	No refunds are given for early pick ups
Early drop off before 10:00 am	<p>A grace period of ten minutes is allowed when a child is dropped off early. If a child is dropped off early before the core session time this time will be chargeable at a rate of €5.50 subject to a minimum charge of one hour.</p>
Late pick up after 03:00 pm	<p>A grace period of ten minutes is applicable for ACS after 03:00pm, to allow for minor delays to a child pickup.</p> <p>Where a child is signed out up to 03:10 there is no late pick up charge.</p>



	<p>If a child is picked up after 03:10pm this time will be chargeable at a rate of €5.50 subject to a minimum charge of one hour.</p>
Late pick up after 06:00 pm	<p>A grace period of five minutes is applicable for summer /holiday camps after 06:00pm, to allow for minor delays to a child pickup.</p> <p>Where a child is signed out up to 06:05pm there is no late pick up charge.</p> <p>Where a child is signed out later than 06:05pm a charged of €15.00 per 30 mins will be chargeable per child.</p>
Cancellation	<p>Once the core time camp booking has been accepted they are not refundable, except in very exceptional circumstances. Such events will be considered on a case by case basis and a refund offered at the discretion of the owners.</p> <p>If no notice is given of a cancellation of additional session time, the charge for the additional session time is non-refundable.</p> <p>No charge is payable if the additional session time is cancelled in accordance with the cancellation policy with 24 hours' notice from the commencement of the service. All cancellation must be made to <a href="mailto:kinsale.cancelations@sherpakids.ie">kinsale.cancelations@sherpakids.ie</a> or by text to 087 169 6022</p>
Sickness	<p>Where a child does not attend a summer/holiday camp core session time due to sickness charges for the summer camp are chargeable in full and not subject to refund.</p> <p>Where a child does not attend additional session time due to</p>





	<p>sickness the charge for the additional session time is non- refundable.</p> <p>Please note if a child is expected to be sick for more than one day please notify the cancellation as above to avoid a further additional session charges.</p>
Discounts	<p>Fees for the core hours in summer/holidays camps have already been discounted as discounts are therefore limited. Discretionary discounts are available in specific circumstances for regular users however these are taken on a case by case basis.</p>
Invoicing and payment terms	<p>Invoiced in advance and payable by the week prior to the attendance in summer camp.</p> <p>Overdue accounts may be subject to suspension and additional interest costs at 5% per week on overdue balance and any additional debt recovery costs. Overdue means accounts where an invoice is more than 28 days overdue for payment</p>



# Wellbeing, Health and Safety

We aim to provide a safe and healthy environment for all children in our programme. We are in contact with a variety of organisations to advise and assist us in these areas. Where applicable, parents must provide the Programme Manager with a Medical or Health Management Plan. We will always comply with all relevant health and safety in employment legislation.

## Unwell & Distraught Children

If a child attending the programme becomes unwell or upset we will contact the authorised people listed on the Enrolment form 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 programme but does not attend due to sickness, please inform the Programme Co-ordinator before 12 noon that day. We also welcome parents to visit and stay at our service before a child's first session to help the child to adjust and feel comfortable with our staff and service. If a child does not settle in a reasonable amount of time we will contact parents to discuss together how best to support the child.

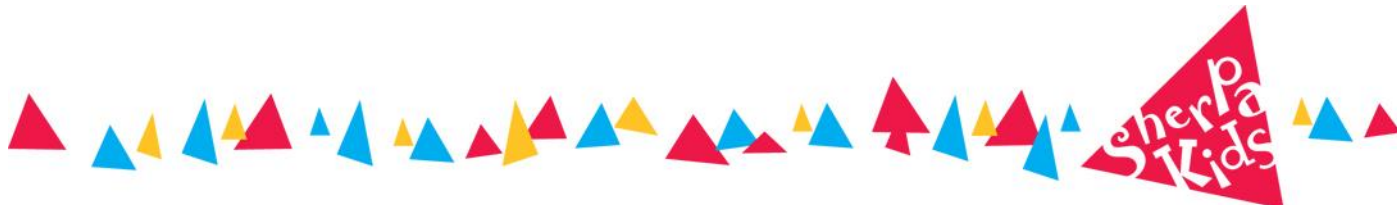
## Medical Conditions & Requirements

At the time of enrolment, the parent/guardian must advise the Programme Co-ordinator of any medical conditions, such as any allergies, anaphylaxis, diabetes and asthma 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 Programme Co-ordinator or the qualified staff member. In some instances, specific Medical Management Plans, risk management and minimisation 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.

## Infectious Diseases

Measures will be taken by management and programme 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 exclusions periods and/or need for a medical practitioner certificate to allow the child to attend the service again.

Exclusion periods may apply for certain symptoms or diseases:



Disease	Exclusion Period
Chicken Pox	At least two (2) weeks after the first spots appear or when blisters have all crusted
Conjunctivitis	Until discharge from eyes has stopped
Diarrhoea	Up until diarrhoea has stopped
Diphtheria	Until a medical officer has certified recovery
German Measles	Until your child has fully recovered and for at least five (5) days after the rash appears
Glandular Fever	Not necessary to keep children at home but some children will be too sick to attend school
Hand, Foot and Mouth	Until blisters have dried
Head Lice	Until hair has been treated. Everyone living in the same house (as well as linen) should be treated at the same time as the affected person
Hepatitis A	Until your child has recovered which is usually seven (7) days from the first signs of jaundice
Hepatitis B and C	It is not necessary to keep your child at home
HIV	It is not necessary to keep your child at home
Impetigo	Until appropriate treatment has commenced and visible sores are covered
Influenza	For five (5) days after the appearance of the first symptoms
Measles	For at least five (5) days after the appearance of the rash
Meningitis	Until the child is well
Meningococcal	Until the child is well
Mumps	Until the child has completely recovered and at least ten (10) days after the appearance of swelling
Ringworm and Scabies	Until the day after fungal treatment has begun
Scarlet Fever	At least 24 hours after treatment has begun
Streptococcal Infection	At least a day after commencing treatment and the child is well
Tuberculosis	Until a medical practitioner believes the child is well
Whooping Cough	Child should be kept at home for at least five (5) days from the start of antibiotic treatment.

## First Aid

At all times, there is an approved fully stocked first-aid kit. A staff member trained in first aid, anaphylaxis & asthma will be present onsite at each session of care. It is noted that no medication to treat anaphylaxis, asthma or other medical conditions is present on site and it is the responsibility of the parent to notify the document this on the enrolment form and to provide such medication.



## **Incidents, Injury, Trauma & Illness**

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 and Sherpa Kids Head Office.

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

## **Behaviour Management**

We will ensure our environment is a safe and happy place for everyone. We maintain an emphasis on being polite, considerate and co-operative, respecting each other and the property and equipment onsite.

Our behaviour management procedures are in line with the behaviour management procedures in place at the school. We will consult with the school community, staff families and children so that our policy and procedures reflect the specific and cultural needs of children attending our service. Children will be encouraged to take responsibility for their behaviour through offering choices and implementing natural and logical consequences, including if necessary the involvement of parents. If we experience behavioural problems with a child, the parent will be contacted and consulted regarding the behaviour.

## **Child Protection**

Our service is committed to the recognition and prevention of abuse of children and young people with the safety, welfare and wellbeing of the children always the prime consideration. In addition to general safety policies already outlined, our service will ensure that volunteers or students working at the programme, have current Garda Vetting checks and that our programme managers have received approved child protection training. All volunteers, students and visitors to our service will be supervised and visible to staff when interacting with the children. In addition, we are in regular contact with the school's Child protection Officer.



# Sherpa Kids Staff

## **Sherpa Kids staff when interacting with your children will:**

- take time to establish a rapport with your children and learn about their unique interests and abilities
- model appropriate language and communication skills, safe practices, behaviours, values, and attitudes
- be flexible and reactive to children's emerging interests and needs and encourage children to communicate, explore and be creative and spontaneous
- allow children to make decisions, problem solve and express and share their thoughts and opinions
- provide opportunities to build upon children's previous experiences to extend their development and learning
- assist children in developing positive relationships with other children/staff and so that children see themselves as a valuable member of the community
- use praise and reinforcement with children to boost self-esteem and encourage and motivate good practice and celebrate children's efforts and achievements
- anticipate conflict and assisting children and families to resolve any issues or instances of bullying and harassment
- ensure staff are committed to improving their own professional development and continually challenge their own practices and decision making so as to provide an enriching learning environment for all

## **Staff Recruitment**

All Sherpa Kids staff undergo a recruitment and training process that involves recognised Paediatric First Aid training, and any other relevant training as required by national guidelines. Staff will also participate in training which introduces Sherpa Kids systems and performance reviews. Depending on their position in the service, staff members must also hold valid children services qualifications, be currently studying acceptable children services qualifications or enrol to study in appropriate children services qualifications within six (6) months of commencing employment with Sherpa Kids. A notice of assessment (Garda Vetting check) is undertaken for all employees and volunteers.

If there are any questions or comments regarding Sherpa Kids staff, please contact your David or Teresa.

## **Staff Ratios**

At all times staff ratios will comply with all requirements set by the national guidelines. Approved off-site excursions may also require a lesser ratio of children to staff dependent on the nature of the excursion. Parents will be kept fully informed when such events occur.



# Services

## Homework

Time is allocated for each child to complete homework activities. This is particularly important time as it allows children to focus on tasks in a supervised environment. If a child has no homework or finishes prior to the time allowed, they will be able to choose other suitable activities which have an education focus.

Our staff are not able to enforce children to complete homework. They are also not teaching staff and are not expected to understand or interpret school curriculum. However, staff will provide support to children in order for them to complete homework tasks and to encourage each child to have a positive attitude towards school and homework

If there are any issues regarding homework or your child has specific needs please make sure the Programme Co-ordinator is aware of this and the information is included on the Enrolment form.

## Meals & Snacks

In our Before School Care Programmes, breakfast will be provided each morning and this is included in the fee structure and there will be a choice of bread fruit and cereals on offer.

Afternoon tea is provided in our After School Care and is included in the fee structure. A variety of healthy food choices will be on offer as well as fresh fruit and water. Food is prepared using the food and safety guidelines from the Food Standards Authority. The menu will be displayed each week and we welcome suggestions from children and parents.

If your child has any allergies or any special food requirements or you do not want your child to participate please include this on the Enrolment Form and advise the Programme Manager who will discuss this with you to ensure your child receives appropriate food at each session of care.

At times, we may have children with specific food allergies or needs attend our centre thus we will notify all families of the foods that will not be able to be used or provided to children.

In Holiday Care programmes families will need to supply their child with lunch every day unless indicated otherwise on the programme.

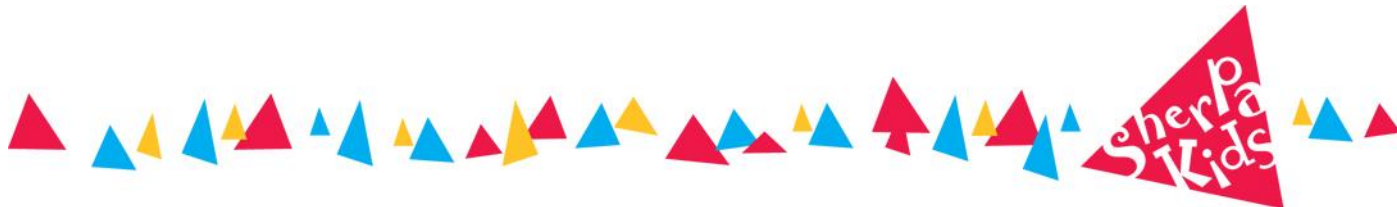
**Note that all nut and related products are prohibited from all of our services, which includes all food provided by Sherpa Kids and all foods brought into the service by children, in both term time services and summer/holiday camps.**

**Any nut or related products brought into the service will be disposed of and the child may be excluded from the service.**

## Excursions

We believe excursions offer variety and are an important part of a child's learning experience. Parents and guardians will be notified of all details prior to the excursion





date and for children to be able to leave the Sherpa Kids service site, parents/guardians must sign a permission slip in order for their children to be allowed to attend. A risk assessment will be compiled for each excursion and this will also help in determining the staff ratio for the activity. There will always be at least 2 staff for every 10 children on any excursion.

An Excursion Permission Form or the Vacation Care booking form which will need to be signed and returned prior to all excursions. If staff feel that children may be put at risk, the outing will be postponed or cancelled and children will remain at the programme and alternative activities will be organised.

## **Communication**

Our Sherpa Kids newsletter will be emailed to our families and community so up to date information about our staff, policies, fees, upcoming programme activities and special events is communicated. We also will reflect on the fun that we have had in our programme and share any ideas and community information that you may find useful. We also have notice boards and display areas which also contain information you will find useful such as staff & programme information, the weekly menu and examples of children's activities, so please take the time to check these regularly.

## **Personal Belongings**

We recommend children do not bring mobile phones, iPods, electronic games, toys or money to Sherpa Kids. Sherpa Kids staff cannot take responsibility if these items are lost, stolen or damaged.

## **Lost Property**

Sherpa Kids staff endeavours to remind and assist children about their personal belongings. We encourage personal responsibility by the children and do not accept responsibility for any items of clothing or otherwise lost or left in the school grounds. Unnamed property left on site will be left in the Sherpa Kids centre and if necessary may also be handed into the school to add to their lost property at the end of each week.

## **Damage to Property**

Staff will take due care and responsibility regarding the structural and non-structural property and its use. Parents or guardians may be liable for replacement costs of equipment or property damaged by their children.

## **Compliments & Complaints Procedure**

We welcome the feedback of any parent, guardian or member of the Sherpa Kids community or host of our programme. It is our intention to deliver the best service and customer satisfaction within the standards and guidelines of our service provision. Please notify the Programme Manager that there is something you wish to discuss with them or bring to their attention. This can be done verbally or in written form. All compliments and complaints should be put in writing – a form is available onsite to do this. With a complaint situation a resolution will be sought as quickly as possible.

If the matter is not resolved to your satisfaction or it is inappropriate to raise it with the Programme Manager in the first instance it should be escalated to the David and Teresa. Please note all billing is undertaken centrally and queries and comments should be directed to David and Teresa



## **Parental conduct**

Regular contact with parents is an essential part of our service. We will always communicate with parents in a polite and courteous manner and expect the same from parents. Verbal or physical abuse (or threat of the same) from parents will not be tolerated under any circumstances and will lead to the cancellation of the enrolment and suspension of the child from the service.

## **No Smoking**

Staff, parents and visitors to our service are not permitted to smoke at any time at our service site or anywhere on the school grounds. This includes the use of e-cigarettes and similar products.



<http://www.sherpakids.ie/school/scoil-mhuire-lourdes-st-johns-girls-ns/>

**Programme Manager**

**Maeve Daly**

Phone: 087 907 8254

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**Owners**

David and Teresa Bebb

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REACH ENGAGE  
CHALLENGE