



PARENTS HANDBOOK

SHERPA KIDS | IRELAND | ENGAGING OUR SCHOOLS



www.sherpakids.ie

HELLO AND WELCOME

This Sherpa Kids territory is independently owned and operated by:

Sherpa Kids North Co. Dublin

Sherpa Kids Scoil Phadraic Cailini

Owner:	Berta Lazarovici
Phone	0871135249
Email:	sherpakids_tet@sherpakids.ie
Website:	https://www.sherpakids.ie/
Our Programme Co-ordinator is:	Alannah Gough

**PLEASE CONTACT THESE NUMBERS OR SEND AN EMAIL FOR CHANGES,
CANCELLATIONS AND ENQUIRIES DURING OPERATING HOURS**

SERVICES AVAILABLE AND HOURS OF OPERATION

- After School Care: 1.00pm – 6.00pm*
- Holiday Care/School Closure Days – 9.00am-5.00pm*

We are closed on all public holidays and on Christmas Break. For the exact calendar for the school year please contact the Program Coordinator or check the Display Board.

*Note: times may vary depending on school hours. Holiday care available subject to demand.

BOOKINGS

Regular and casual bookings are available for every child we have a completed online registration form.

During school terms, we are open to all children attending Thornleigh Educate Together NS. The enrolment policy is based on giving priority to all existing regular bookings, followed by new bookings in the order of their usage of the service (bookings of 5 days/ week, followed by 4 days/ week and so on).

Our holiday/mid-term programs are open to all children aged 4-12 enrolled in a national school. Terms & Conditions for each holiday program is published before the parents make the booking for said program.



Changes in bookings/ casual bookings:

All bookings are to be done via our online system – Aimy Plus. <https://sherpakids-spr.aimyplus.com>. It is parents' responsibility to book their children in.

For any short notice changes in bookings please **CALL US**. Once we have discussed on the phone, we will ask you to confirm via text.

We do not take responsibility for any booking/change of bookings/cancellation that has not been confirmed in writing (text or email).

Emergency Contact:

In the event of an emergency, outside of the normal Sherpa Kids Out of School Care hours stated above, please contact:

Sherpa Kids North Co. Dublin – Berta Lazarovici, 086 792 3490 OR
sherpakids_ncd@sherpakids.ie



OUR CORE VALUES

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 our core values in everything we do at Sherpa Kids and this includes all areas of our school Aged Childcare Programmes in order to provide quality learning outcomes for happy children and also incorporate the school's values and ethos into our programme.

WE CARE

for our COMMUNITIES, the CHILDREN we are entrusted with, our FELLOW BUSINESS OWNERS and EACH OTHER.

WE BELIEVE

in CREATING opportunities, GROWING relationships and GIVING back.

WE TRUST

the SYSTEM, our COLLEAGUES and OURSELVES.

WE LEAD

by EXAMPLE and as PIONEERS.

WE PROMISE

to look for SOLUTIONS, to uphold Sherpa Kids STANDARDS and be HONEST in all our dealings.

WE SEEK

opportunities for GROWTH and DEVELOPMENT for all our STAKEHOLDERS.

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 registration on our AimyPlus Portal confirms you understand and accept our onsite centre policies and procedures.

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.

Sherpa Kids & Thornleigh ET NS

Sherpa Kids is an independent provider of childcare services. Thornleigh ETNS and the Board of Management are not responsible or liable for any action and activity run by Sherpa Kids North Co. Dublin. All recommendations, suggestions & complaints should be discussed solely with the Management of Sherpa Kids.

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 Berta Lazarovici, the owner of the service. Our 'code of conduct' is kept with the centre policies and procedures manual.

Privacy Policy

- A. Sherpa Kids will collect, use, disclose and hold information in accordance with the Data Protection Act (1988, 2003 & 2018).
- B. We process data:
 - in order to market the services of our Company

- to provide you with updates and newsletters to which may you have subscribed
- 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)

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. Please go to our school page on our website to view our privacy notice - [here](#).

Our full Data Protection Policies can also be requested by email or consulted onsite.

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 routine:

A ‘typical’ After School Care day is as follows:

1.10pm – 2.00pm	Junior / Senior Infants hour. Homework. Free play. Small snack
2.00pm – 3.00pm**	Children are picked up, put away school bags, roll call, wash hands and have afternoon tea & hot snack. Children may begin their homework once they finished eating.
3.00 - 4.00pm*	Homework (older children) Free play indoor or outdoor (younger children)
4.00 – 5.00pm*	Special activity time (indoor or outdoor)
5.00pm - 6.00pm*	Finishing projects, pack up time, free play until home time

**Note: times may vary depending on school time





WHAT MATTERS MOST TO US...

At Sherpa Kids we believe that a **CHILD'S WELLBEING IS THE MOST IMPORTANT ASPECT** of a child's development that we can embrace and help nurture.

Our philosophy to do this revolves around 3 distinct yet connected areas of focus and those are illustrated below:

FREE PLAY

We encourage Sherpa Kids to express their imagination without interference.

ACTIVE KIDS

We introduce our own Sherpa Kids Active programme to every service.

NUTRITION

From breakfast to afternoon snacks all of our food is carefully selected to ensure its nutritional value.

FREE PLAY

EDUCATION THROUGH PLAY!

This really is a passion for us and one of the main drivers in our ambition to help nurture Ireland’s teenagers of tomorrow.

There is enough research-based evidence today that shows that undirected free play has profound benefits on our children’s development, growth and wellbeing.

It can boost their character and personality, promote their physical development, develop their brain and mind, teach them emotional and social skills and improve their academic performance.

From the cognitive to the physical, research shows that undirected free play can allow our children to gain self-confidence, promote neurological development, and even enhance their fine motor skills.

SO LET THEM HAVE FUN FOR FUN’S SAKE.



We aim to deliver a ‘fresh and vibrant’ approach to SAC and to “give children such a great time that they do not want to go home!”

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. Our daily program is on display every week so parents and children can check it out. We always consider children's opinions and preferences when planning the activities.

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 SPECIAL NEEDS

Every effort will be made to include children with special 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 Co-Ordinator 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 (*please note that unfortunately this is not possible during the pandemic*).

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.

SHERPA KIDS ADMINISTRATION

Bookings

All families need to **Register on our AimyPlus Portal** in order to use our service. Registration needs to be completed at commencement of the service and updated each school year. **The responsibility for the accuracy and completion of the information on the portal, lies with the parents.**

Permanent bookings are made for the term or the school year. These bookings will continue each week until canceled. *Casual Bookings are available only if the child has been registered with the online service and if there are available spaces (please note that during Covid-19 pandemic we can not accept Casual bookings).* **It's solely the parents' responsibility to make sure that bookings are correct on the system. Parents are responsible to check, at the beginning of each term if their child is booked in correctly.**

Any extra hours should be booked online by parents on the AimyPlus Portal. Any other type of changes to the bookings require sending an email to the Program Coordinator (please see below 'Changes to existing bookings' section)

It is important that any additional bookings are made with plenty of notice. An absence will be recorded when a booked attendance does not occur.

In the interest of safety for all children, please let us know in writing (text or email) if your child is not attending our session.

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

The terms and conditions are updated from time to time and the latest copies are always available on our website. When we change these we will always email you with updates and it is the parent/guardian's responsibility to keep an eye on emails regarding updates and any changes in email address must be given to the service co-ordinator to update. Always check spam. All updates will also be displayed on our notice board and it is the responsibility of the parent/guardian to keep an eye on the notice board.

Signing Out

The adults authorised to collect your child/children must sign out their children every time they collect them. The sign out is done electronically on the Aimy Plus App. 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 ID. In case the person authorised to collect the child is an older sibling (under 18 y.o.), we will request an additional signed form. Please talk to the Program Coordinator if this applies.

Late Pick Up

Our service is open until 6:00pm daily. Children must be collected by this time. We have a **late pick up fee of €7.50 per 10 minutes per child.**

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 Programme Coordinator 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.

We would strongly recommend that every child should have a filled-in enrolment form in order for her to be taken to the Sherpa Kids Service in the event of an emergency or unforeseen delay caused to the person collecting their child.

ACCOUNTS AND FEES

Invoices

Invoices are issued in advance for a period of 4 full weeks (mostly corresponding to the calendar month). We offer a 5 working days payment term.

Any changes/ amendments to the bookings made, according to our T&Cs outlined below, **result in credits (service hours) owed back to the parents.**
Money will not be refunded to parents.

These credits will be applied to the following months' invoice. Credits run from beginning of September to end of June. Each school year starts with a clean slate (0 credits). Credits can only be used against term-time existing/ future bookings.

During holidays, no credits are issued. Once a booking is made, the total fee is due for payment.

Fee Structure – After School Care

Regular Booking

To avail of the regular booking, a child must attend at least 1 hour/week each week. If a parent fails to book their child for one or more weeks, without giving notice according to our T&Cs, the service reserves the right to invoice them a fee corresponding to the average weekly fee for each week the booking is not made up to a maximum of 3 consecutive weeks. Once a child has not attended for 3 consecutive weeks, the booking is considered cancelled for the term.

Afterschool Regular booking rate: 6.5 EUR/ hour

Daily Rates Afterschool

Junior & Senior Infants (13:00 – 18:00): 28 EUR/ day

Classes 1-6 (14:00 – 18:00): 23 EUR/ day

Occasional/ Emergency Booking – 7.50 EUR/ hour

- ▲ During Covid-19 Pandemic, we won't be able to facilitate Casual bookings. We will let everyone know, once we can reintroduce them
- ▲ To avail of this option, children have to be enrolled in the program. Enrolling a child in the program does not imply any costs, just providing the necessary information about the child, for his/hers and the other children's safety
- ▲ Occasional bookings can be secured by calling the Program Manager even on the day of the booking and **are subject to availability.**
- ▲ Emergency bookings – can be taken when a parent is unexpectedly delayed for pick-up.

Sibling discounts:

10% for 2nd child

20% for 3rd child

Please note we will only charge full hours.

Payments

Fees are always paid in advance.

You may pay the fees via a number of options:

- Fortnightly or monthly in advance
- Casual bookings need to be paid in advance or on the day
- Vacation care is paid for in full in advance.

Late payments will incur interest charges of 5% 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 in full or, on an exceptional basis (subject to Sherpa Kids discretion), until a repayment plan has been agreed in writing.

Any queries regarding your account or payment of fees must be made to the Sherpa Kids Programme Coordinator OR the Owner, not the school. If there are difficulties in meeting payment of fees, please contact the Programme Coordinator.

Payment methods:

1. Standing order; suitable for regular bookings – please see banking details below:
BzBEE Play & Learn Ltd
Sort Code: 932523
IBAN: IE93AIBK93252356985007
Swift: AIBKIE2D
2. Debit & Credit card payments, suitable for regular and casual bookings – we accept all major credit and debit cards. For any credit card payment there is a 1 EUR/ transaction admin fee. Payments need to be made over the phone

3. No Cash Payments allowed and unfortunately, at this time we do have the facility for online payments.

Term/ School year regular booking cancellation

Our cancellation and amendment policy has been designed to ensure that the capacity we have is always available to parents, avoiding empty spaces where children do attend as planned.

If wishing to cancel a term/ school year regular booking, parents/guardians must give Sherpa Kids NCD, three weeks' notice, in writing by email. Holiday care (camps) cancellations request a 3 weeks' written notice cancellation.

Changes to existing bookings (regular or casual)

All booking amendments requests for current week must have be emailed to [sherpakids tet@sherpakids.ie](mailto:sherpakids_tet@sherpakids.ie) by Friday 3:00pm the week before last ensuring a minimum notice of 9 calendar days.

Eg: for any bookings during week of 03/02/2020 amendments must be emailed by 3:00pm on Friday 24/01/2020.

Where notice is not received or received after this date credits will not be given, and invoices will be charged based on the original booking. Amendments/changes/cancellations received before then will be automatically credited and changes will always be accommodated where possible.

All cancellations or changes to all services, including holiday/summer camps must be made in writing to [sherpakids tet@sherpakids.ie](mailto:sherpakids_tet@sherpakids.ie). No other cancellation notification will be accepted. Once accepted you will be notified by email that your cancellation has been received and confirmed together with any relevant comments.

For the avoidance of doubt this includes sickness and will continue to be charged until notification has been made. Charges will cease the day following the notification. The details of the cancellation policy and possible charges are set out clearly in the fees and charges tables set out in this document. You should read these tables carefully to reduce unnecessary charges. ONLY book the time that you will need to avoid additional charges.

Late pick up	All children must be collected promptly at the planned collection time, a strict 10 minute grace period is available. Where late collection happens , once the 10 min grace period is finished, the parent will be charged an extra full hour.
Late pick up after 06:00pm	A grace period of 5 minutes is applicable for ASC after 06:00pm, to allow for minor delays to a child pickup. Where a child is signed out up to 06:05 there is no late pick up charge. Where a child is signed out later than 06:05pm a charge of €7.5 per child will be applied for every 10 min that the parent is late.
Amendments to existing bookings	All booking amendment requests need to be emailed to sherpakids_tet@sherpakids.ie no later than Friday 3:00pm the week before last, ensuring a minimum notice of 9 calendar days.
Sickness	Where a child does not attend because they are out of school due to sickness charges will be made based on the original booking for that day and no charges will be applied for subsequent days <u>after notice has been received. If no notice is received from the parent, in writing fees will still be charged.</u>
Sibling discounts	Where siblings attend the service together a 10% discount will be applied to the second child and 20% to the third or an additional children there after.

WELLBEING, HEALTH AND SAFETY

We aim to provide a safe and healthy environment for all children in our programme and 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 at all times 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.

Please give careful consideration to our Covid-19 Response plan in regards to children who may display Covid-19 symptoms while in Sherpa Kids care.

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 exclusion's periods and/or need for a medical practitioner certificate to allow the child to attend the service again.

Please give careful consideration to our Covid-19 Response plan in regards to children who may display Covid-19 symptoms while in Sherpa Kids care.

Exclusion periods may apply for certain symptoms or diseases:

INFECTIOUS DISEASE EXCLUSION PERIODS

COMMON RASHES AND SKIN INFECTIONS	RECOMMENDED EXCLUSION PERIOD
Chicken Pox	Until scabs are dry, usually 5-7 days from onset of rash
German Measles (rubella)	7 days from onset of rash
Hand, Foot and Mouth	None, once child is well
Impetigo	Until lesions are crusted and healed, or 24hrs after commencing antibiotic treatment
Measles	Four days from onset of rash
Ringworm	Exclusion not usually required
Scabies	Children can return after first treatment
Scarlet Fever	Child can return 24hrs After commencing antibiotic treatment
Slapped Cheek/Fifth Disease/Parvovirus B19	None
Shingles	Exclude only if rash is weeping and cannot be covered
DIARRHOEA AND VOMITING ILLNESS	RECOMMENDED EXCLUSION PERIOD
Diarrhoea and/or Vomiting	48hrs from last episode of Diarrhoea or vomiting
E. coli 0157/VTEC	Further exclusions required - cases excluded until 2 negative stool specimens taken at least 48hrs apart
Typhoid and Paratyphoid (enteric fever)	Further exclusions may be required for some children until they are no longer excreting
Shigella (dysentery)	Further exclusion may be required for certain types of Shigella infections
Cryptosporidiosis	Exclude for 48hrs from last episode of diarrhoea
RESPIRATORY INFECTIONS	RECOMMENDED EXCLUSION PERIOD
Flu (Influenza)	Until recovered
Tuberculosis	Always consult your local DPH
Whooping Cough (Pertussis)	Five days from commencing antibiotic treatment, or 21 days from onset of illness if no antibiotic treatment
OTHER INFECTIONS	RECOMMENDED EXCLUSION PERIOD
Conjunctivitis	None
Glandular Fever	None
Headlice	None
Hepatitis A	Exclude until 7 days after onset of jaundice (or 7days after symptom onset if no jaundice)
Hepatitis B, C HIV/Aids	None
Meningococcal Meningitis/ Septicaemia	Until recovered

Meningitis viral	None
MRSA	None
Mumps	Exclude child for 5 days after onset of swelling
Threadworms	None
Tonsillitis/Pharyngitis	None

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, 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

Sherpa 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 Our Duty of Care.

Please refer to our “Child Protection and Welfare Policy” document on-site for our full policies and procedures regarding the protection of our children.

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 may involve First Aid, Asthma and Anaphylaxis training and any other training as required by national guidelines. Staff will also participate in training which introduces Sherpa Kids systems and performance reviews. A notice of assessment (Garda Vetting check) must be undertaken for all employees and volunteers.

If there are any questions or comments regarding Sherpa Kids staff, please contact your Programme Co-ordinator or the Sherpa Kids owner.

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.



SHERPA KIDS THORNLEIGH ET

Thornleigh Educate Together, Thornleigh Green, Swords

DCYA Ref. Number: 21FL0686

NCS 2021 CALENDAR

This Programme is open from 23 August 2021 to 21 August 2022.

Our Service will begin to provide this Programme on the 25 October 2021 and will finish on the 21 August 2022.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
13:00-18:00	13:00-18:00	13:00-18:00	13:00-18:00	13:00-18:00	Closed	Closed

We will be closed on the following dates:

- 25 October 2021 - October Bank Holiday
- 23 December 2021 - Xmas
- 24 December 2021 - Xmas
- 27 December 2021 - Christmas Day-carry forward
- 28 December 2021 - St Stephen's Day-carry forward
- 29 December 2021 - Xmas
- 30 December 2021 - Xmas
- 31 December 2021 - Xmas
- 3 January 2022 - New Years Day- Carry Forward
- 4 January 2022 - Xmas
- 5 January 2022 - Xmas
- 17 March 2022 - St Patrick's Day
- 18 April 2022 - Easter Monday
- 2 May 2022 - May Bank Holiday
- 6 June 2022 - June Bank Holiday
- 1 August 2022 - August Bank Holiday

SHERPA KIDS THORNLEIGH ET

Thornleigh Educate Together, Thornleigh Green, Swords

DCYA Ref. Number: 21FL0686

NCS 2022 CALENDAR

This Programme is open from 22 August 2022 to 20 August 2023.

Our Service will begin to provide this Programme on the 22 August 2022 and will finish on the 20 August 2023.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
13:00-18:00	13:00-18:00	13:00-18:00	13:00-18:00	13:00-18:00	Closed	Closed

We will be closed on the following dates:

- 31 October 2022 - October Bank Holiday
- 26 December 2022 - St Stephens Day
- 27 December 2022 - Christmas Day - Carry Forward
- 2 January 2023 - New Years Day - Carry Forward
- 17 March 2023 - St Patricks Day
- 10 April 2023 - Easter Monday
- 1 May 2023 - May Bank Holiday
- 5 June 2023 - June Bank Holiday
- 7 August 2023 - August Bank Holiday

REQUIREMENTS IN RELATION TO FEES

Providers are not required to provide childcare services by the hour. Service options are at the discretion of the childcare provider. The purpose of listing equivalent fees per hour is to facilitate the calculation of childcare subsidies and comparison between service options, and to ensure parents are charged correctly.

The weekly fee charged to a parent must be:

1. The full price per week for the relevant childcare service option before any subsidy is applied.
2. Minus any discounts applied in accordance with the discount policy
3. Minus the subsidy (subsidy-rate multiplied by the number of subsidised hours per week)
4. Plus fee for optional extras from the schedule of optional extras

An online subsidy calculator is available (at [www.....](#)) to assist parents and providers in making this calculation.

Discounts (e.g. siblings rate, staff rate) may only be applied if they are listed in the discount policy on this chart. A record of all discounts provided must be kept along with receipts, for compliance purposes.

Optional extras may only be charged if they are listed on this chart and are separate and optional charges to what is included in any chosen service option. Optional extras may only be charged if they are not required by Regulations.

Deposits may be required but, in the case of parents awarded an NCS subsidy, are limited to 2 weeks' payment at the copayment rate. Parents can be charged the full price deposit if the parent does not yet know their copayment rate (in which case, the difference between the full-price deposit and the deposit based on the copayment rate must be returned to the parent on registration/NCS award claim approval).

Fees for different service options must be listed on a weekly basis, but the **frequency of billing is at the discretion of the provider.**

Providers must issue **receipts** to parents for all fees paid, and must retain records of all fees paid, including any discounts applied and optional extras charged.

Fees for existing service options may only be changed with a **notice period of 20 working days.**

[For further assistance or if you have any queries/concerns please contact your local City or County Childcare Committee.](#)

Fee Options

Session Type Name	Age Range	ECCE Available?	Meals Included	Additional Info	Days per week	Hours per week	Full price per week	Effective From ▲
Camp Week 9:00-14:00	4-12	No		Full week price - no pro-rata included	5	25	€110.00	18/10/2021
ASC 1 hour	4-12	No		Pro-rata fee - 6.5 EUR/h	5	5	€32.50	18/10/2021
ASC 2 hours	4-12	No		Pro-rata fee 2h/day = 13EUR/day	5	10	€65.00	18/10/2021
ASC 3 hours	4-12	No		Pro-rata fee 3h/day = 19.5 Eur/day	5	15	€97.50	18/10/2021
ASC Full SR (14:00-18:00)	4-12	No		Pro-rata fee - Classes 1-6 (14:00-18:00) - 23EUR/day	5	20	€115.00	18/10/2021
HOL Full Daily (5h+)	4-12	No		Pro-rata fee 45EUR/day	4	32	€180.00	18/10/2021
HOL Full Weekly (5h+)	4-12	No		Full week only - No pro-rata available	5	40	€170.00	18/10/2021
ASC FULL JR (1:00-6:00)	4-12	No		Pro-rate fee: 28 EUR/day	5	25	€140.00	18/10/2021
HOL Part (09:00-14:00)	4-12	No		Pro-rata daily fee: 25 EUR/day	4	20	€100.00	23/08/2021

Fee Extras

Type ▲	Description	Effective From ▲
Deposit	Deposit to hold place for Summer Camp and September 2022 bookings. All deposits will be deducted from the first invoice of the programme. Deposit equals the first week of Summer Bookings or half of the value for the September booking. Only new parents will be charged deposit.	18/10/2021
Discount	20% Summer Program discount for anyone booking more than five full weeks.	18/10/2021
Discount	10% for 2nd child 20% for 3rd child.	18/10/2021
Discount	Manager reserves the right to apply a discretionary discount for families in need or hardship. This will be done on a case by case basis.	18/10/2021

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