

Parents’ Handbook

2025

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Introduction

Welcome to Welltrack Junior Academy

*A warm welcome to the Welltrack Junior Academy. Enclosed Please find a parent’s handbook. This handbook has been devised as an informative tool to assist the parent’s in choosing the correct childcare setting for their child.*

*We provide childcare from 1 years old to 6 years old. We at Welltrack Junior Academy believe that each child needs are at the centre of what we do. Our staff aim to meet this vision daily by treating your children as individuals whilst caring for them in a safe, loving, stimulating and fun environment.*

*We look forward to meeting all our parents and young children in the years to come.*

*Congratulations on choosing your new childcare provider and we hope that you enjoy your new journey ahead with us.*

Regards,

**CEO and founder, Ms. Elaine Whelan****.**

**Co-founder and Chairman, Mr. Jack Tchrakian.**

Introduction to our Creche:

The settling in period to a new creche can be a daunting time for both the child and parent. With this in mind we have devised a slow introduction that commences with 30 mins and increases thereafter to the Childs needs. The parent is advised to remain offsite during this period in order to allow the child to settle in their new environment and to become more independent over time.

Our Team:

**Our team is made up of the following:**

* *Directors*
* *Chairman*
* *Chief Executive Officer*
* *Operations Manager*
* *Financial Assistant*
* *Manager*
* *Deputy manager*
* *Supervisor*
* *Mandated Persons*
* *Early Years Teachers- level 8 and higher*
* *Chef*

*All front-line staff are trained as per statutory requirement in respect of the following areas:*

* *Fetac Level 5 and above in Childcare,*
* *Manual Handling,*
* *FAR,*
* *Fire Safety,*
* *Child protection/Safeguarding.*

*When you choose Welltrack Junior Academy for your childcare needs you can be assured that your child is availing of a service that is a home away from home. Our staff are fully qualified individuals and have worked in the field for several years. Several staff are parents also and are aware of the daily struggles we meet in respect of a work- life balance. Each staff brings knowledge from their own life experiences e.g. Raising children, something that cannot be learnt within a book.*

*The CEO of the company has a wealth of knowledge from childcare to the elderly and has worked within the standards and legislation of HSE, HIQA and TUSLA for over 19 years.*

Our Mission

To provide the highest quality of care & support to the children in our care in an environment which they are heard and respected regardless of race, religion, ability or disability.

We are committed to assisting each child to reach their full potential as per developmental milestones by:

* Assessing individual needs
* Developing a cohesive Care Plan
* Utilising an interdisciplinary team
* Recognising essential human dignity

Our Vision:

At Welltrack Junior Academy we believe that every child should be nurtured to the best of their ability via a holistic approach. This can be achieved by implementing an environment that is relaxed, stimulating and caring. An environment that fosters self-discovery and self-directed learning alongside assistance in achieving the natural developmental milestones of childhood. Here at Welltrack Junior Academy we believe that a child is fundamentally a child and should be given the parameters to grow in a healthy and happy manner. This belief is at the core of our ethos and sets the foundation of our company. We assist our children to maintain or achieve self-independence and support their new developmental phase. We facilitate and support all our children’s needs in order to assist them to pursue their next chapter of development.

**Communication:**

It is important to foster an open communication between parents and staff. We at Welltrack Junior Academy strive to achieve this at every avenue. As you enter the creche you will find a parent notice board to the left, here you will be kept updated on any changes or developments in the service.

We have an open-door policy and encourage parents to drop by any time. Our staff are always available and happy to discuss your child’s progress. If you require a copy of the services policies and procedures, please don’t hesitate to request this from staff.

In order to maintain ongoing contact with our parents and teachers, we have implemented the Teachkloud app, this interface allows parents to access real time information in respect of their child and to communicate with our teachers in a transparent manner.

**Affiliations**:

Welltrack Junior Academy is an active member of the Early Childhood Ireland Group. We partake with Pobal, HSE and RSA and TUSLA inspections. We are registered and compliant with all standards.

**Audit:**

We complete both internal and external quality assurance audits in order to maintain the highest levels of quality assurance and compliance with both legislation and standards.

Opening and closing times:

We are open from 7.30am-5.30pm.

We are closed on Bank holidays, and 1 week at Christmas.

*Please be advised that there is a surcharge if children are collected later than their allocated collection time, this charge is added to the monthly bill, approx. 10 euro per 15mins late.*

**Collection of children:**

In Welltrack Junior Academy crèche we encourage only parents or carers of the child to collect or drop the child off. However, we understand that this may not always be practical therefore any other person who may collect the child must be recorded on the registration form and parents must notify staff via an email that another collector will be attending.

Mealtimes:

Nutrition is a key part of development for any child. With this in mind we have our own onsite qualified cook. A seasonal menu is devised with the cook that takes into account the children’s preferences and also the food pyramid recommendations.

To ensure the safety, hygiene, and nutritional well-being of all children, our service has a strict policy that prohibits parents/guardians from bringing hot food from home. This will minimize the risk of exposure to allergens, avoid the risk of food contamination and to ensure children are offered balanced, age-appropriate and nutritional meals.

All staff partake in the mealtimes, by way of sitting and eating with the children and role modelling and fostering an environment of sharing and healthy eating.

All food is free of artificial additives, colourings and salt. All special diet requests can be accommodated. A meal plan is available on the hall notice board.

**Breakfast**: 7.30am-8.30am

**Snack time**: 10.00am-11am

**Hot Lunch**: 12.00pm-1.00pm

**Snack time**: 3pm-4pm

**Tea**: 5pm-5.30pm

**Birthdays**:

This is a special time for any child and can be celebrated at the creche, parents can avail of the chef preparing a cake / with the children (fee applicable) or parents can send in treats and a cake.

Alternative themed birthday parties can be arranged, fee applicable.

**Sickness**:

In order to maintain the wellness of all staff and children, it is imperative that all sick staff and children are not brought to the creche if unwell. If either has a cough or a cold, they will not be admitted to the creche.

Please find information below in relation to illnesses that will not be permitted into the creche:

* Colds / cough
* Diarrhoea
* Vomiting
* Fever over 38 degrees
* Measles
* Mumps
* Meningitis
* Hepatitis

If your child has been unwell and has attended the GP, please follow the instructions of the doctor prior to returning your child to the creche.

Any children requiring the administration of antibiotics at the creche, must have received 2 full days of medication prior to returning to the creche and a signed consent from the parents in respect of the administration of it. Any medication brought onsite must be given to a staff member only.

**If your child becomes ill at the creche**:

A staff member will contact the parents immediately. Temperature will be taken and Calpol will be administered if a fever is detected and only if a consent form has been signed previously by the parents.

**Parents will be contacted to collect their child.**

Head lice can occur throughout the school and summer term. We would advise that parents spray their children’s hair on a daily basis, these can be purchased at any local pharmacy and check their head on a weekly basis. If head lice are noticed in the creche, parents will be notified immediately.

Please see our medication policy for further details.

Outdoor play

Welltrack Junior Academy promotes outdoor play. We schedule outdoor playtime daily for all children. This is completed onsite and offsite in the community. Our beautiful garden is made up of a large tree house that encompasses both slides and swings. This area is wood chipped and surrounded by a picket fence. In this area creative play is encouraged via the use of a mud kitchen and outdoor play sink, playhouses and toys. To the left of this is the Herb and vegetable garden. To the right of the play area, there is a fenced area dedicated to children under 2 years old. There is a cover area to provide shade that will allow outdoor play all year round and is suitable for young children.

**Our rooms:**

We have three purpose-built rooms:

1. The Bumble Bee Room (1-2yrs old)
2. The Caterpillar Room: ECCE Room year 1
3. The Butterfly Room: ECCE Room year 2

**The Bumble Bee Room:**

This room is full of fun and stimulating toys for your little ones, from mirrors to musical toys, to tummy time all under the watchful eye of our trained and competent staff who provide love and cuddles to our little ones daily. This is a soft furnished room with a separate side with tables for creative, self-directed learning and tabletop play.

This room provides an expansive space for your little ones to explore the environment with their growing minds and little hands. Their day will consist of a range of activities from circle time, imaginative play, creative time, story time, dance and music etc.

Toilet training: will be undertaken when you feel that your child and you are both ready. Staff will always give advice and positive encouragement.

Each child’s routine is individualized to meet the child’s needs. All our staff record the child’s progress on a daily basis via the online database system.

There are up to 3 staff members in this room depending on child numbers. The age range is a guide and depending on your child’s development he/she may move rooms at a different stage.

**The Caterpillar room (ECCE room) & The Butterfly Room:**

Children graduate from the Caterpillar room into the Butterfly room prior to commencing Primary School.

These rooms cater for young children 3yrs to 6yrs.

These rooms are spacious and provide for a multitude of free play. Our focus here is on the wellbeing of the child, physical, emotional, intellectual and socially. At this stage the children will be prompted to become more independent in respect of toileting and mealtimes. The days will become more structured in an organic manner to allow the introduction of activities. Each room has a qualified teacher. The room provides an abundance of stimulating activities from work- books, to painting, role playing, dress up, construction play, music, dance and singing to name but a few. We promote circle time, an activity that will build both confidence and self-expression in the children in preparation for primary school. Outdoor play will encourage the children to partake in the vegetable and herb garden and to seed flowers. We encourage the use of nurturing within nature.

**Activities:**

During term time, activities are available for the children to attend on a weekly basis from mindfulness to yoga and beyond.

On booking a place at the creche a deposit of one month’s fees and one month in advance is applicable.

If booking a space outside of a six-month commencement date, a booking deposit is only applicable.

Fees are billed thereafter via a monthly invoice with a payment date of no later than 30th of each month. All fees are to be paid via electronic transfer only.

Fees not paid on date will incur a late charge of 10 % of the fee and if this occurs on a regular basis, the child will not be permitted in the creche until all outstanding fees are paid.

Any child ceasing their placement with the creche is required to give three months’ written notice to the creche, any deposits received will be reimbursed.

Fees are to be paid if a child is sick, away, during public holidays and Christmas and during any pandemic that may occur.

Fees are reviewed on an annual basis.

ECCE fees:

Children attending this scheme will not be charged any additional fees for their 3 hrs preschool within the scheme. Additional hours are available at a separate cost and can be discussed with staff.

Fee Structure:

**Full time**: €1175 per month.

Welltrack Junior Academy is registered with and accept the National Childcare Scheme (NCS), please provide your chick number to manager on site.

A 10% reduction of full-time fees is available to the second and subsequent children from one family attending the service on a full time basis only.

**Please be advised that fees are due on the 30th of every month and will be invoiced in advanced.**

**There is no reduction in fees due to absenteeism, holidays, sickness, or due to COVID 19 or any other pandemic that may occur.**

**A deposit of the one month’s fee is required in order to secure a place in Welltrack Junior Academy,** this is refundable at the end of your time with the service. If choosing to leave the service, 12 weeks’ notice is required.

**Notice Requirement for Deposit Refund.**

To receive a full refund of the deposit, a minimum of 12 weeks’ written notice must be provided prior to termination or cancellation. Failure to provide the required 12 weeks’ notice will result in the deposit being non-refundable

I/We agree to the terms and conditions as outlined above.

**Signed**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 **Parent/Guardian Parent/Guardian**

**Signed**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 **Manager**

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