

Guidelines

The Crèche at Down Leisure Centre and Newcastle Centre accepts children from the age of 6 weeks to 5 years. The crèche is divided into different age groups (0 - 2 years and 2 - 5 years). Children are allowed to remain in the crèche for a maximum of 2 hours. Please do not send crisps and snacks into the crèche, as a complimentary snack will be provided for the children during their visit.

The crèche Attendants are not permitted to prepare food for the children's consumption. However if a baby needs fed we will be happy to do so, provided that all bottles and containers are clearly labelled with your child's name. For the safety of the children please do not bring glass bottles or containers into the crèche.



Down Leisure Centre
114 Market Street
Downpatrick BT30 6LZ
Telephone: 028 4461 3426
Email: downleisurecentre@downdc.gov.uk

Newcastle Centre
10-14 Central Promenade, Newcastle
Co Down BT33 0AA
Telephone: 028 4372 5034
Email: newcastlecentre@downdc.gov.uk

www.downdc.gov.uk

We reserve the right to alter the charges and operation of the crèche as required

Down District Council

Down Leisure Centre and Newcastle Centre Crèche



mrcaddencreative 028 90242228 1.3037

www.downdc.gov.uk



INVESTOR IN PEOPLE

Information for Parent/Carers

Opening Hours

Down Leisure Centre			
Tuesday	10.15am - 12.00pm	Collection Time	12.00pm - 1.00pm
Thursday	10.15am - 12.00pm	Collection Time	12.00pm - 1.00pm

Newcastle Centre			
Monday	10.15am - 12.00pm	Collection Time	12.00pm - 1.00pm
Wednesday	10.15am - 12.00pm	Collection Time	12.00pm - 1.00pm

In the interest of Health and Safety do not enter the Crèche area before 10am as this will interrupt the setting up time allowed for Crèche Attendants.

First Visit

On your first visit to the Crèche please arrive at least 15 minutes before your class or activity commences, as you will be asked to complete a Registration Form for your child. At this visit we will draw your attention to the Fire Drill and Complaints Procedure.

In order to settle your child happily into the Crèche we would ask you to stay and play with your child a few minutes to familiarise them with the environment and Crèche staff. Once this process is complete you will no longer be permitted into the crèche area.

Every effort will be made to keep your child happy whilst in the Crèche, however occasionally a child will not settle or will become upset. The Crèche attendants will use their judgement and ask you to return to the Crèche if necessary. If it appears that your child simply will not settle, you will be advised to remove your child from the Crèche and try again on their next visit. It may take time but your child will settle in happily.

Should you become unable to collect your child due to illness or accident, we will contact the person you name on the registration form. If they are not available we will then inform Social Services, and they will care for your child until your return.

Toileting Needs

If your child is in nappies please bring some spare nappies, wipes and creams. However in the event of an older toddler soiling their pants, the parent may be asked to return to the crèche to change the child. The Crèche attendants will escort the older children to the toilet. Please bring along a change of clothes as accidents do happen and label all items brought to the Crèche with your child's name.

Staff

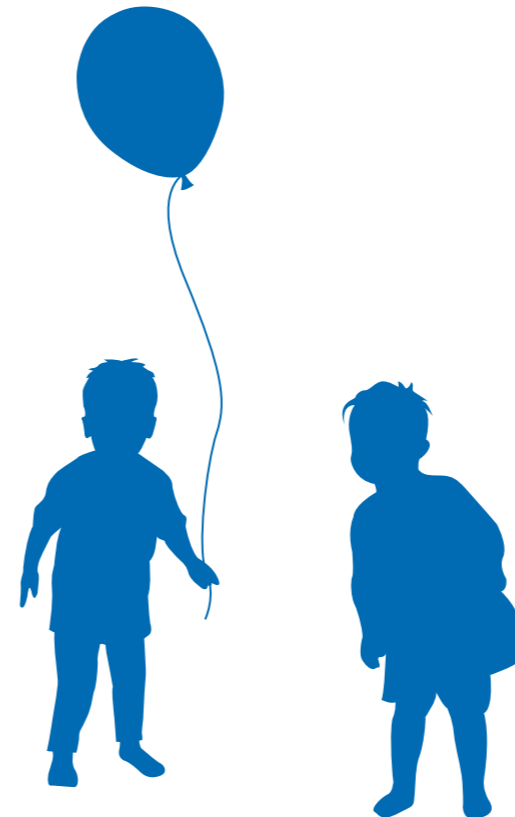
Our staff are responsible for the care of your children, providing a clean, safe and stimulating environment. We strive to attend to your children's needs and ensure your children enjoy their time here.

Security

The only people allowed into the Crèche are the staff and the parents/carers when they leave and collect the children. No one is permitted in the Crèche at any other time. Please respect this as you may be asked to leave. After paying at reception and on your arrival at the Crèche you and your children will be issued with an armband which has corresponding numbers. The only people who are allowed to collect the children are the parent/carer with the said armband. The staff need to be informed of any other arrangements.

Children may only be left in the Crèche while the parent/carer is attending an activity in the centre.

Parents/Carers are not permitted to leave the premises.



Complaints Procedure

We hope you are happy with our crèche facilities and the care of your children. If however you have anything you wish to discuss, these are your options:

- 1 Discuss with Crèche Staff
- 2 Discuss with Duty Officer
- 3 Fill in Customer Comment/Complaint form, which may be obtained at reception.

We shall continue to maintain our operation and will make any adjustments that will ensure your child's' stay is a safe and enjoyable one.

Equal Opportunities

Down Leisure Services Staff believe that no child, individual, or family should be excluded from the crèche activities on the grounds of gender, sexuality, class family status, colour ethnic origin, culture, religion or disability. We the crèche staff will attempt to meet the specific needs of every child to the best of our ability and provision.

Fire Drill

The signal for fire evacuation is 'a continuous sounding of the fire alarm bells'.

When the alarm is raised, the following procedures should be followed:

- 1 The crèche staff and children will evacuate and leave the premises. The assembly point for Down Leisure Centre is at the grass frontage of the centre marked A. The assembly point for Newcastle Centre is behind the Tropicana Swimming Pool on the Newcastle Promenade.
- 2 Parents/carers are to follow the Leisure Centre's Fire Drill, and must not return to the Crèche to collect their children. You will be re-united with your child at the assembly point.
- 3 The information you provide will be held in compliance with the Data Protection law, and will not be used for any other purposes.