YOYO KIDS

Policies & Procedures

January 2024

Contents

1. Welcome to YoYo Kids Childcare ... 4

1.1 Philosophy ... 4

2. Programme / Curriculum Policies ... 5

2.1 Attendance & Using Fobs ... 5
2.2 Age range of children ... 5
2.3 Staff Child Ratios ... 5
2.4 Programme / Curriculum Time ... 5
2.5 Daily Programme (sample) ... 6
2.6 Daily Necessities ... 6
2.7 Behaviour Management ... 7
2.8 Toilet Training ... 8
2.9 Working in Partnership with Parents ... 8
2.10 Transition ... 9
2.11 Children with special needs ... 9
2.12 Equal Opportunities ... 9

3. Centre Operations & Management Policies ... 10

3.1 Admissions ... 10
3.2 Enrolment ... 10
3.3 Payment of fees ... 11
3.4 Extra hours ... 11
3.5 Notice of withdrawal ... 12
3.6 Overdue fees ... 12
3.7 Exclusion from care, temporary or permanent ... 12
3.8 Personal Records ... 12
3.9 Child Protection... 13
3.10 Data Protection ... 13
3.11 Use of CCTV ... 13

4. Health & Safety Policies ... 15

4.1 Medical History Form ... 15
4.2 Allergies ... 15
4.3 Healthy Eating ... 15
4.4 Sun Protection & Clothing ... 15
4.5 Illness & Vaccine ... 16
4.6 Infectious diseases ... 16
4.7 Medicine ... 17
4.8 Injuries and Accidents ... 17
4.9 Late Collection ... 17
4.10 Emergency and Evacuation ... 18

5. Members of Staff ... 19

5.1 Staff Recruitment ... 19
5.2 Staff Development ... 19
5.3 Staff Supervision ... 19

6. Other Information... 20

6.1 Whistle Blowing ... 20
6.2 Concerns and complaints ... 20

7. Procare

7.1 What is Procare?...21
7.2 What do Parents see in the Procare app?...21
7.3 Parents: Sign In-Out with a Pin…21

1. Welcome to YoYo Kids Childcare

Our mission is to provide the highest quality childcare and education, which encourages and supports each child's physical, social, emotional and intellectual development.

1.1 Philosophy

At YoYo Kids we want all children to have the opportunity to grow physically, emotionally, socially and intellectually by playing, exploring and learning with others in a fun, safe and healthy environment. We believe that our approach to early learning prepares children for later overall success in school and in life.

Our aim is to provide a good education and create a role model vision for our little ones. We promote learning through play, interaction with other children, and effective partnership working with our childcare educators. We believe that by providing all the opportunities is important to let the children explore and interact with their peers, through both socialization and interaction with the activities.

Our settings give the opportunity to promote a good and stimulating physical environment since our setting has a large outdoor area for our little ones to enjoy. We believe that by creating equal opportunities and by implementing unstructured activities we promote a more holistic foundation.

It's our obligation to create a warm and stimulating environment with age-appropriate resources and toys to promote our children's creativity, our centers cater for children aged between 3 months and 3 years and our resources are all age-appropriate, and suitable for the children's abilities and CE-marked. We firmly believe that children will blossom if they are given the right opportunities to experiment whilst remaining safe at all times.

- **Internal review process.**

Both centres promote learning. through play by following the National Standard for Early childhood Education and care services (0-3) (2021). The centre management and the child care educators work in partnership to plan and implement activities that are child-centered with guiding our children to reach their full potential. The centre also promotes the Maltese and English language.

- **The centre's approach to learning and care.**

The centre 's policy is to include all the children and also works with other professionals to meet every child's individual needs.

Both centres welcome feedback from relevant stakeholders and try to implement any valid suggestions with the aim of improving its services each day.

An app is used to communicate with parents regularly give and receive feedback and this program is also used to carry out the children's assessment and keep all the children's data including activities carried out and development milestones reached.

Both centres promote a culture of inclusion, equality, and diversity in all aspects, our childcare educators are fully qualified and given regular training to be prepared to handle every situation.

2. Programme / Curriculum Policies

2.1 Attendance & Using Fobs

The Centres are open from 6:30 to 17:00, Monday to Friday all year around. The Centre is closed on public holidays. In addition to these, the centre might close on some days before or after a public holiday for routine maintenance.

Yoyo Kids will ask you to fill in a time-sheet monthly - according to your needs keeping in mind our policies. The date of submission of timesheet is not later than the 17th of the month (e.g: changes in booked hours for April should be submitted by latest 17th March). If an updated timesheet is not received the centre will book the same hours booked in the previous month. The Centre requires that applicants book a minimum of 30 hours weekly. We'll ask you to respect the deadline, for us to plan accordingly and with regards to Free Childcare Scheme, timings will be sent to

Government Department to cover you with Free Hours since then it would be very difficult, sometimes impossible to book your hours under the Government Scheme.

We kindly ask you to book your Time IN and OUT precisely as possible so our operations works as smooth as possible – kindly keep in mind that all the booking all together effects the ratios of carers to kids – therefore we kindly ask for your cooperation. For you not to have disappointments or extra charges when asking for extra hours, we suggest you book some extra time to cover such unexpected requests.

Having said this should you wish to increase timings, we kindly ask you to send your request not later than Wednesday, noon of the previous week of amendment

Dropping off / Collecting your child

The following steps need to be taken in order to ensure the safety and security of all children:

- Parents / Authorised Persons are to sign in on the tablet provided at reception when dropping and picking up their child.
- Parents entitled for Free Government Scheme, are entitled to two (2) free fobs per child. Please make sure that you FOB in and out – keep in mind that when not using your Fobs, hours will be deducted from your child's absence allowance balance. This results to charges when absence allowance balance is all used up. We suggest that FOBS are placed with the child's bag so if any other authorised person collects the child – they may make use of it too.

****Childcare Centres DO NOT have access / rights to amend or insert clock ins and clock outs for your attendance****

- All children must be handed to staff upon arrival. Children will not be allowed to leave with anyone other than authorised parents and/or parents.

2.2 Age range of children

Our centres cater for children between the ages of 3months to 3 years.

2.3 Staff Child Ratios

The following Carer-to-Child ratios apply:

- 3 months to 1 year - 1:3
- 1 year to 2 years – 1:5
- 2 years to 3 years – 1:6
- Mixed age group – 1:6 (with not more than one child under the age of 18 months)

2.4 Programme / Curriculum Time

The Centre offers a programme based on a 5-day week that runs daily from 8:00am till 2pm. Outside these times the children will be occupied with play, rest and activities according to their age. Parents may drop-off their kids between 6:30am and 9:00am.

2.5 Daily Programme (sample)

It is recommended that parents drop their children off at the centre by or before 8:00am so to avoid disruption of the whole group and to ease transition.

Notes:
Parents will be given the detailed programme times according to their kid's age group.

Outdoor activity times are different for each group. Same goes for water play in summer months Children who do not nap are encouraged to rest, read or are given quiet table activities.

2.6 Daily Necessities

Parents are required to provide the everyday requirements for their children (e.g. food, drink, nappies, wipes, disposable latex non-powdered gloves, clothes etc.). A nominal fee will be charged for any necessities over and above what is required that is provided by the centre.

All of the children's belongings must be clearly labelled with the child's name and surname for ease of reference and health and safety reasons. The centre will not accept responsibility for misplaced items that are not clearly labelled.

2.7 Behaviour Management

Our aim is to promote good behaviour and help children develop self-discipline through positive strategies, encouragement and explanation. In our planning we will manage the group and resources in a way that minimizes conflict amongst children. Carers will always model good behaviour and try to prevent problems before they arise.

When correction is necessary, carers will:
1. Use a calm, firm voice to explain why they cannot do what they are doing;
2. Redirect the child to a different activity;
3. If unwanted behaviour persists, supervise the child away from the situation until the child is calm enough to re-join the group. If a child frequently displays inappropriate behaviour without a solid reason, the following steps will be taken:
4. A meeting will be held with the parents / guardians to discuss the situation and attempt to find the possible cause for the behaviour;
5. Carers together with parents will develop strategies for dealing with the unwanted behaviour. These should be implemented at home and at the centre;
6. Should it be necessary and with the consent of the parents, an external resource officer will be consulted in an effort to address the matter.

Parents/Guardians are expected to inform the management, prior to admission, if their child is displaying any unwanted behaviour such as biting or hitting. This way we will be able to tackle any issues from the beginning.

2.8 Toilet Training

We will support children who are beginning toilet training in a sensitive way to ensure their emotional needs are met. Once a child has started toilet training, it is very important to be consistent between home and school. Working in partnership with parents is of utmost importance. We will guide you so that when the time is right, you will first start at home over the weekend keeping a log of the times your child needed to go to the toilet.

YoYo Childcare:
• Children will be given the opportunity to use the toilet on regular intervals;
• All children using the toilet will be supervised at all times;
• No child will be forced to go to the toilet if they don't want to;
• Parents are advised to dress children in appropriate clothing, which would allow your child to use the toilet easily. Belts, overalls or onesies are not recommended;
• Parents are expected to supply extra clothing for change of clothes if needed when accidents happen;
• No child will be shamed for having an accident.

Sanitary

Our aim is to protect children and staff and to avoid contagious diseases. Our centre staff will do everything possible to maintain a high level of cleanliness and hygiene in our childcare setting. This is over and above the daily routine of cleaning.

The staff is well trained to put on Personal Protective Equipment (PPE) and to avoid the spread of germs especially when it comes to applying first aid procedures, toileting, nappy changing, handling body fluids, washing soiled clothing and nose wiping. Additionally, we strictly do not allow to share personal belongings such as beakers, bottles, dummies, jacket, hats amongst. All personal belongings are clearly labelled, especially pacifiers and those that are not labelled will be kept in the child's bag.

2.9 Working in Partnership with Parents and other Professionals.

We believe that working in partnership with parents and other professionals is highly important and beneficial for everyone involved.

The Centre encourages parental involvement through (but not limited to):
• Planned parent – carer meetings to discuss your child's development progress and answer any concerns;
• Inviting parents to participate in social events organised by the centre;
• Inviting parents to visit the school and share their skills and interests with the children;
• Publishing monthly newsletters including curriculum and planned activities;
• Daily communication with your child's carer/s.

Parents are the primary source of information about their children and we rely on you to keep us informed and updated about any changes or special circumstances that may be upsetting to your child. Please feel free to approach us with any questions, suggestions or concerns you might have. We are here to help.

Working in partnership with early years professionals in our childcare setting is important. We believe that partnership working is an essential feature in early years and is key to the children's holistic development. We believe that we need to work in partnership with the parents of the children under our care. When we identify that there are situations that the assistance of professionals, e.g.. speech therapists, we hold a one-to-one meeting with the parents of the child in a private meeting room and in agreement with the parents seek professional assistance.
We constantly communicate with parents, using various communication tools. We adopt an open-door policy and use the ProCare App. The parents can also communicate with us via e-mail or by telephone. We regularly organise Parents Day to ensure that everyone is striving to reach the same objective at the setting and that there is continuity at home.
We also assist parents as and when necessary, by referring them to other professionals such as early interventions, speech and language pathologists, physiotherapist, paediatricians, social workers, occupational therapists, health and safety visitors, child protection officers. We always assist parents when it comes to filling in the necessary documents.

2.10 Transition

We believe that any transition can be hard for a child to understand. In order to minimize the stress and ease the transition process we recommend the following steps:
• When you are given the appointment to visit our centre, please come together with your child and allow for your child to join in activities while you are being shown around;
• Prepare yourself and your child in advance by explaining what is going to happen;
• We will guide you to start with leaving your child for a short stay and then we will gradually increase the hours of your stay until we reach the full program time;
• Send a comfort toy/blanket if your child has one;
• Send favourite foods that you know your child will like to eat;
• Once the child is settled, toys from home will not be allowed.

At its own discretion, YoYo Childcare might provide an FAQ document specifically on transition process.

2.11 Children with special needs

Children with special needs are welcome at the centre. The Centre accepts the enrolment of all children that will benefit from our programme. Each case will be considered individually to determine if our programme can be adapted to meet a child's needs, without compromising the duty of care to the other children. Children that are identified as having special needs may be referred to an appropriate specialist.

2.12 Equal Opportunities

We welcome families from all racial, national and religious background. We strive to foster positive attitudes towards human diversity by providing resources and activities that will allow children to develop in an environment,

free from discrimination and prejudice. The Centre will encourage recognition of the value of each individual and will not discriminate on grounds of ethnicity, culture, gender, age, religion and ability.

3. Centre Operations & Management Policies

3.1 Admissions

Standard intakes occur during the months of February and October. Intakes during any other months are only subject to availability.

The following procedure applies:
• Bookings are made on first come first served basis;
• Children are placed on waiting lists according to date of application and date of birth;
• Priority will be given to siblings of children already attending the Centre;
• Openings are filled from the waiting lists as soon as they become available;
• Openings do not only follow the application date on the waiting list but also the vacancy created within that particular age group (that is why we also take the child's date of birth on application);
• Parents must submit a completed enrolment form and fee within 24 hours of notification;
• A non-refundable deposit is payable per child per enrolment.
• A minimum of 30hrs weekly is required for enrolment.

3.2 Enrolment

The below steps are required before a child is taken into care:
• An interview between management and parents – parents are encouraged to visit the centre with their child. The child may participate with a group activity during the interview time;
• A fully completed Enrolment Form is to be completed online at www.yoyokidsmalta.com;
• Consent Form for the use of child images/photos/videos.

Parents are expected to inform the centre in writing of any change of details, i.e. name, address or contact telephone numbers.

It is also very important to inform and update us about any changes in the Medical History and/or allergies of your children.

A medical certificate confirming any allergies is to be presented to the centre.

3.3 Payment of fees

a) When a confirmed place has been given to parents a one-time enrolment fee of hundred and fifty euro (€150.00) must be paid and an online enrolment form is filled through www.yoyokidsmalta.com. Various payment methods are available.

b) Children whose parents work or are in education can benefit from the free childcare scheme or tax rebate system. More information can be found on https://education.gov.mt/en/Pages/Free-Childcare.aspx

Ask our staff to assist you with any details you require about the free childcare scheme.

c) Please note that parents will be charged if they:

- Are not entitled to benefit from the Government free childcare scheme;

- Exceed the entitled Government allowance, at the rate of € 5.00 per hour.

- Extend the pre-booked weekly/monthly hours and YoYo would need to keep staff to cater for your extended hours on those particular days, at the rate of € 5.00 per hour.

d) Pre-paid bundled hours for a 4-week period for paying clients are available at the below rates:

170hours at €720.00

120hours at €550.00

Payments are to be affected in advance.

Payments should be settled on time as per date indicated on invoice and should be affected every 4 weeks.

Hours are to be booked at least 1 week before commencement.

Booked hours are to be used in the 4-week period. Unused hours cannot be refunded neither by money nor by hours.

Hours required beyond our opening hours may be provided if the availability exists and charged at €15.00 per hour with a minimum charge of 1 (one) hour.

Service requested beyond our opening and closing times are charged at €15.00 an hour with a minimum charge of 1 (one) hour and subject to availability.

Other charges may apply for non-childcare related services.

Transition periods are paid at a rate of €5.00 an hour for new enrolments.

e) Notes:
• Service charges apply as indicated above;
• Hours are totalled on a weekly basis;
• Any extra hours consumed over the Government entitled hours and if applicable, will be charged at the above rate;
• Known extra hours are to be settled a month in advance;
• Parents not on Free Child Care Scheme are to pay for their bookings regardless of attendance;
• Statements will be sent by email on weekly\monthly basis;
• Fees can be paid by; Cash, Cheque, Bank transfer or BOV mobile;
• A receipt will be given.

3.4 Extra hours

Any request for a change of hours must be made in writing, two weeks in advance. All requests are approved depending on space availability and entitled Government hours (if on Free Childcare Scheme). Please refer to section 3.3 (c) above.

3.5 Notice of withdrawal

The Centre requires 4 weeks written notice if you intend to terminate care. For paying parents, failure to do so will result in the full fee being charged. For parents under the Government scheme please refer to the Terms and Conditions of the said scheme. If bookings are stopped for a month or more, the centre cannot guarantee that a place will be reserved.

3.6 Overdue fees

It is essential that payments are kept up to date. Failure to do so may result in terminating your bookings without prior notice. Parents who are facing financial difficulties are encouraged to contact management to discuss other possibilities.

3.7 Exclusion from care, temporary or permanent

The Centre has a right to exclude children from care for the following reasons:
• Non-payment of fees – Parents who are late with paying fees frequently may lose their place at the centre.
• Children suffering from infectious diseases.
• Children who appear to be unwell or who have temperature over 37.5 Degrees Celsius.
• Failure to provide medical certificates.
• Abusive behaviour.
• Lack of cooperation with the centre's efforts to address or resolve any disruptive behavioural issues.

All reasons for dismissal are at the discretion of the Manager

3.8 Personal Records

The management will keep individual records on a child's achievement and progress at the centre. These records will be used to develop programmes for both the group and the individual child and will be updated regularly. Parents will be allowed access to these records upon request and at meetings if necessary.

At YoYo Kids Childcare Centre, we give priority to the wellbeing of the kids under our care. We are careful when it

comes to gathering the documents of our children's learning curve and their development. We use the application called ProCare to help us work better in communication with the parents of the children.

Our observations are based on observing and modelling behaviour. In this regard, we give due attention to key aspects of service delivery and give top priority to staff motivation and training. We believe that strong observations skills can help the early years educator to communicate better with the kids under her care and to understand better their needs on a day by-day basis. Our activities are planned and implemented by our childcare educators observing the children under their care and by taking into consideration the interests of the children, hence promoting a children-centred approach.

3.9 Child Protection

Under Minor Protection Act 2019 staff members have the right and obligation to report any suspected cases of child abuse to the Department of Social Welfare Standards. The Appogg helpline is 179, the website for child protection services is https://fsws.gov.mt/en/appogg/Pages/Intake-and-Protection-Services/Child-Protection-Services.aspx

3.10 Data Protection

The Centre maintains confidentiality and complies with the Data Protection Act. All information about members of staff, children and their families will be kept strictly confidential and will be disclosed only on need to know basis or to authorised persons.

Any activities carried out by the centre regarding publicity and the use of photographs of the children will not be used without the consent of the parents/guardians. For these purposes, you are requested to fill in the 'Using Images Consent Form'.

3.11 Use of CCTV

The Centre is equipped with CCTV cameras within the premises:

The location of the cameras;
• Cameras are installed in prominent positions where all parents and staff can see where they are and appropriate signage shall be put in place. There will be no hidden cameras.
• The cameras will be installed across the Centre excluding bathrooms/toilets and nappy change areas.

The purposes of the installation of the CCTV are to;

• Keep employees and children safe and secure by preventing violence or theft;
• Prevent pilfering, malingering, deliberate damage or other misconduct;
• Ensure – and record – that health and safety procedures are being followed;
• Ensure quality of customer (Families and children) services;
• Comply with regulatory requirements as issued by the respective authorities (DSWS, MEDE etc).

The circumstances in which monitoring will take place includes:

• To assist in the investigation of alleged wrongdoing; or
• To comply with any legal obligation.

The nature of the monitoring;

• Use of CCTV will be fair, reasonable and for proper cause;
• It should be clear that the monitoring activity or surveillance is to serve both the Centre and staff's interest and it is not meant to cause any intrusion into the staff's privacy.

How information obtained will be used;

• The footage of CCTV will be used 'subject access request' on the employer;
• A request may come from the Police, Law courts and/or Authorities;
• In Disciplinary proceedings when and if needed. Employees may voice any concerns they have, in confidence, and they will be given the chance to explain or challenge any footage used as part of a disciplinary process. Employers, however, are not required to get consent from the employees to monitor them if the above steps have been carried out.

How the Staff's right will be protected;

• Data protection laws and principles (Data Protection Act – Cap. 440 of the laws of Malta) regulate how an employer can collect and process 'personal data' about employees – which includes video footage of them, recorded using CCTV cameras;
• Access will only be available to the Centre's Senior Management.

Stored Data; Data shall be recorded and shall be stored for as long as is reasonably practicable.

Note: All the above information related to Article 3.11 has been submitted and approved by the Data Protection Commissioner.

4. Health & Safety Policies

4.1 Medical History Form

This form must be provided for all children attending the centre. This should include immunization records, and detailed information about any allergies, food intolerances or serious conditions a child might suffer from. This need to be updated yearly or as soon as any changes occur. This will enable the Centre to cater for the needs of your child and take all necessary precautions and proper action if an emergency arises.

4.2 Allergies

If your child suffers from any kind of allergy, please discuss them in detail with the management. A written description signed by a doctor must be on file and updated quarterly. The centre will take all necessary precautions to ensure the safety of all children.

Please note that we operate a nut free centre. For the safety of all children and carers refrain from sending foods and cakes containing any kind of nuts.

4.3 Healthy Eating

Good Nutrition is of vital importance to young children. It helps them grow, develop and maintain healthy bodies. The Centre emphasises on developing healthy eating habits from a very early age. Working in partnership with parents is of utmost importance. Parents are encouraged to provide healthy snacks for children such as fruits, yoghurts and sandwiches. Meals should be well balanced and provide a variety of nutrients.

4.4 Sun Protection & Clothing

Outdoor activities are part of our everyday programme. Except for extreme weather conditions, hot or cold, all groups will be spending a part of the day outside. Please ensure that your child wears appropriate clothing that is comfortable and adjustable to changing weather conditions. Sunscreen and a hat are compulsory for the summer months. Parents are requested to apply sunscreen before bringing their child to the centre, as well as have a labelled sunscreen lotion in the child's bag.

4.5 Illness & Vaccine

Children who are ill cannot attend childcare. The centre has responsibility to protect all children and staff from unnecessary exposure to infectious diseases. Parents/Guardians have the responsibility to arrange for alternative care when their children fall ill. Parents are to report their child's absence by calling at the office, sending an email or sending a message on Procare. If your child has any of the following symptoms, he/she needs to stay at home:

- Temperature over 37.5 Degrees Celsius – A child's temperature should be normal without medicine, 24 hours prior to returning to the centre;
- Heavy runny nose;
- Diarrhoea – if a child has more than one loose stool a day, he or she needs to stay at home until bowel movements are of normal consistency;
- Vomiting – if a child vomits during the night, he/she should not be brought to the centre the following morning;
- Eye Infection – this condition must be treated medically before the child is able to return to the centre;
- Bronchitis – medical treatment is required before the child can return to the centre;
- Rash and Blisters – these must be medically treated and not communicable before the child returns to the centre;

If a child has been ill, a medical certificate must be presented before the child can attend childcare certifying that the child is "fit to attend centre". In the lack of presentation of certificate, the childcare centre is permitted not to accept the child to attend childcare on the day. If a child shows any of the signs mentioned above, carers will use these guidelines and their best judgement to decide if a child needs to be sent home.

In exceptional cases, such as an infectious disease, a second medical certificate may be required to certify that the child is ready to go back to school and is no longer contagious.

When your child is booked for a vaccine, you are requested to keep them home after the vaccine and can return back to nursery the next day if they have no fever or any allergic reaction to the vaccine.

4.6 Infectious diseases

Children suffering from any infectious disease or condition cannot attend childcare. Children with communicable disease will be removed from the centre and parents will be immediately notified. If a communicable disease has been introduced to the centre, all parents will be notified either by a note in the reception or by e-mail.

4.7 Medicine

If the child is on anti-biotics or any form of treatment for illnesses, they must stay at home. Our policy is not to administer medication except for instances when the medical condition is life threatening. Medicine, which is for allergies such as puffs, inhalers, can be administered only if authorised by a medical practitioner in writing.

The following steps will be taken:
• Details of the doctor's name, date, correct dosage, directions and child's name must be provided.
• All medicine must be handed to a member of staff and never left in the child's bag.
• All medicine will be kept in a safe area away from children's reach.
• Staff will have a signed note stating the time and dosage of the medicine given. This will be kept in the child's file.

4.8 Injuries and Accidents

All staff members at our centre are qualified in Paediatric First Aid and can provide the aid and comfort to an injured child.

- In case of an accident or injury, the following steps will be taken:
- A member of staff would check the child and give appropriate first aid;
- The child's parent, guardian or emergency contact will be immediately informed. This will also depend on the seriousness of the incident;
- All details of the incident / accident will be documented and uploaded on procare, you will receive a notification of the Injury with a photo attached.

4.9 Late Collection

If a child is not collected after closing time, staff will attempt to contact parents/guardians by telephone. If a child is not picked up within 30 mins of closing time, and no contact with parents has been made, the police will be informed to trace the parents.

A late collection fee for collection outside opening hours of € 30.00 per hour will be charged with a minimum charge of one hour.

A late collection fee for collection outside the booked hours of € 5.00 per hour will be charged with a minimum charge of one hour.

4.10 Emergency and Evacuation

The management of the centre has the responsibility to ensure that:
• Emergency evacuation procedures are practised regularly and the role of each member of staff is established;
• Details of the evacuation plan and emergency numbers are displayed throughout the centre;
• The assembly point is well known to all members of staff;
• All members of staff are familiar with the location of fire extinguishers.

In the event of emergency evacuation, the daily attendance sheet is used to ensure the safety of all children. Therefore, parents are requested ensure that they sign in/out their child every day.

5. Members of Staff

5.1 Staff Recruitment

All of YoYo's employees are in possession of all necessary qualifications and certificates required by the Department of Social Welfare Standards and / or Department for Educational Services. These include:

• Appropriate qualifications
• A clean police conduct certificate
• Paediatric First Aid certificate
• Food handling certificate

Staff are also verified with the Protection of Minors Act.

5.2 Staff Development

We recognise the importance of continuous training and development of our employees. In order to provide the best possible service members of staff are encouraged to attend training programmes and conferences that will broaden their skills and knowledge. Further education is highly advised in order to provide promotional opportunities within our centre.

5.3 Staff Supervision

To promote the development of our staff and improve the quality of the assistance delivered, all members of staff work under supervision of the centre managers.

6. Other Information

6.1 Whistle Blowing

This policy is designed to ensure that members of staff can raise their concerns about malpractice or wrongdoing, without the fear of being victimised or discriminated against. We promote different communication channels where staff can discuss their concerns. However, any concerns that have not been successfully dealt with can be reported to the Directorate for Quality & Standards in Education (DQSE) on +356 21492348, MEDE helpline 1571 or by email on customercare.dqse@gov.mt. If in the future this changes, we will update our policies accordingly.

6.2 Concerns and complaints

The centre aims to provide a high standard of quality care for all the children in our care. If you have any concern regarding any aspect of your child's care at the centre, please speak with the Manager or Management.

Furthermore, a report may be filed with the Directorate for Quality & Standards in Education (DQSE) on +356 25981400, or by email on customercare.dqse@gov.mt. Complaint form can be found on this site. https://eforms.gov.mt/pdfforms.aspx?fid=est004e.

7. Procare

7.1 Sharing daily activities

The centre uses Procare Parent Connection Application. The application facilitates the sharing of daily activities with parents.

Through Procare, parents can keep up to date of the daily activities by means of photos, meal reports and daily activity sheets.

7.2 What do parents see in the Procare app?

When parents sign in to the Procare, they are only able to access information relating to their own child. This includes:

- Their current family balance
- The option to view and respond to messages from staff
- All daily activity and sign in-out updates

7.3 Parents: Sign In-Out with a Pin

Parents use their unique 4 digit code to sign their children in and out on the facility's kiosk.

Easily sign your child in or out by entering your unique 4 digit pin on your childcare device.

Viewing your 4 digit pin:

Your school will send you a registration code via email or by text. After you download the app, tap “add child” and you will be instructed to enter this registration code to connect to your child’s childcare and information.

When you sign into your parent app, you will access to your unique 4-digit parent pin code in the top right corner of your home screen. You can also find it in the web version to the right, just under your current balance.

How to use your 4-digit pin:

Now that you have your 4-digit pin, you will need to use it to sign your child in and/or out of the childcare program.

You will find a tablet to use on the reception close to the Fob’s machine.

Here you will enter your 4-digit pin. Tap the image of your child and click “SIGN IN”, and sign your name on the tablet. Please make sure you see the verification (SIGN IN SUCCESSFUL in green) before walking away from the device.

You will receive notifications anytime your child in signed in or out. Because every caretaker is issued a unique 4-digit code, you will know who signs your child in or out, which classroom, and time.

Our management team is always ready to assist you with your queries. We operate an open-door policy. All parents are always welcome to contact us for further details and/or any clarifications.