



# TIGERS

## Childcare

Parent Handbook



# Welcome to Tigers Childcare

We are delighted you have chosen Tigers Childcare and welcome you and your family into our Tigers Family.

Welcome to Tigers Childcare. We are delighted that you have chosen us to care for and educate your child. Our team is committed to providing best outcomes for children and families through excellence in care and education in safe, engaging, and enriching environments where your child can grow, learn, and thrive. Our goal is to activate your child's own natural desire to learn.

We believe that maintaining constant open communication with you is crucial during your child's journey at Tigers. If you have any questions, concerns, or feedback, please don't hesitate to reach out. You can contact us on (01) 485 3350 or at [info@tigerschildcare.com](mailto:info@tigerschildcare.com). Or speak directly to the manager of the service your child attends.

This handbook is designed to give you all the information you need to understand how our services work and what you can expect from us. Inside, you'll find details about our programmes, policies, and procedures, as well as general information for parents.

We consider parents to be our partners in caring for and educating your children. We encourage your involvement and welcome your input. Together, we can create a supportive and positive environment for your child's growth. As part of our partnership with you, we will endeavour to consult with you and consider your concerns and suggestions, so far as is possible, in the formation of our policies and programmes.

We hope you will find this handbook useful as our relationship with your family grows and develops.



## THE TIGERS STORY

Karen Clince, our CEO & Founder, started Tigers Childcare in 2003 when she set up our first school-age childcare service at St. Vincent's Primary School in Glasnevin, initially catering for 12 children. From that first step, the business has blossomed into over 30 services in Ireland through a combination of organic growth and acquisitions making it one of the largest childcare providers in the country.

Tigers Childcare is a company with a strong set of values and a clear purpose. We strive to improve the lives of children and families through the provision of high-quality education and care. We see ourselves as different to other childcare settings in that we provide state of the art environments, alongside qualified, enthusiastic and engaged professionals who are passionate about what they do.

We understand that every child is different and so our approaches need to be flexible and guided by each child's individual learning style. It is not one fits all at Tigers and we use our innate understanding of child development to treat each child as an individual.

We have built a reputation for a very high level of inspection compliance outcomes, and customer satisfaction. Our focus on best practice and high-quality education and care has led to our company's success. We never lose focus on our core values which guide all decision making and practice.

## COLLEAGUES

Our team has been specially selected for their professional qualifications, their years of experience and their genuine love of children. Our team aim to provide a healthy, happy environment where your child has the opportunity to reach his or her full potential. All colleagues have completed the Garda vetting process in Ireland.

Our colleagues working in an early years' service hold a minimum qualification of at least QQI Level 5 with many holding a 3rd level qualification in Early Childhood Education. There is no regulatory requirement regarding qualifications for colleagues working with school-aged children however many of our colleagues working with this age group are also qualified.



A woman with long brown hair, wearing a light blue sweater, is leaning over a wooden table, interacting with three young children. The children are playing with colorful plastic blocks (red, yellow, green, blue). One child on the left is a young boy with short brown hair, wearing a white shirt. Another child in the middle is a girl with dark hair, wearing a pink shirt. On the right, a girl with long blonde hair and a purple bow is wearing a dark blue dress with white polka dots. The background shows a colorful bookshelf with books in various colors (red, yellow, blue, green).

**“  
The goal of early  
childhood  
education should  
be to activate the  
child's own natural  
desire to learn**

Maria Montessori



RATIOS

At a minimum we adhere to the following ratios and often utilise additional educators.

| ROOM NAME                           | Age Group     | RATIO  |
|-------------------------------------|---------------|--------|
| Discoverers                         | 0 - 1 year    | 1 : 3  |
| Discoverers                         | 1 - 2 years   | 1 : 5  |
| Explorers                           | 2 - 3 years   | 1 : 6  |
| Active Cubs<br>(outside ECCE hours) | 3 - 6 years   | 1 : 8  |
| Active Cubs<br>(ECCE hours)         | 2.8 - 6 years | 1 : 11 |
| School-Age                          | 5 years +     | 1 : 12 |



## GENERAL INFORMATION

### What to Bring

Parents are asked to provide the following for their child. Please clearly label all items.

#### All Services

- Tigers is a nut-free zone. Parents are required to ensure that nuts and food containing nuts are not provided.
- Having fun can be messy! Please ensure you pack a spare change of clothes, including underwear, socks and shoes each day. Pack comfortable, clothes that can be layered to allow for changeable weather conditions.
- Children should wear safe footwear such as trainers.
- Sun cream and a sun hat.
- Please have all clothing, equipment, and backpack labelled with your child's name.

#### Early Years Services

- Nappies, wipes and barrier creams (where needed) must be provided for children who require them. Please do not supply pull-ups unless your child is in the process of being toilet trained.
- Prepared bottles must be provided for children who are being bottle-fed. Please refer to our Food, Nutrition & Health Promotion Policy for further information.
- For children attending ECCE hours and in some cases for children attending full day, parents are asked to provide one snack per day, please check with the service manager to confirm what is required for your child. Popcorn is not permitted to be brought in from home. Parents are required to cut grapes, olives and cherry tomatoes in half.
- Parents of children who attend our full day care services are asked to provide toothbrushes & toothpaste for their children.
- There's no such thing as bad weather, just bad clothing and as such we ask that you provide suitable outdoor clothing such as rain/puddle suit and wellies that can be kept at the centre for your child.

#### Sessional Pre-School Services

- One snack per day, please check with the service manager to confirm what is required for your child. Popcorn is not permitted to be brought in from home. Parents are required to cut grapes, olives and cherry tomatoes in half.
- There's no such thing as bad weather, just bad clothing and as such we ask that you provide suitable outdoor clothing each day.





## Toys from Home

It is not permitted for children to bring toys, equipment or technology devices to Tigers Childcare as they may be lost or damaged. All the toys we use are age appropriate and in line with our insurance policy. Tigers do not accept responsibility for any toys, equipment or technology devices that are damaged/lost on the premises.

When a young child is settling in use of a transition object to help with the process is permitted with a view to phasing it out. Children who use a comfort item for going to sleep is permitted. It is the responsibility of parents to ensure that the comfort item is returned daily.

## Mobile Phones

The use of mobile phones by children attending Tigers is prohibited. Should any child wish to contact their parents they may use the phone at Tigers. Likewise, should any parent wish to contact their child they may do so via the Tigers phone.

## Jewellery

Jewellery is not permitted to be worn by children in our early years or pre-school services. This is to safeguard against the risk of choking or skin injuries from getting caught that is posed. This includes amber beads.

## Arranging Meetings

Our childcare centres are busy places and our priority is ensuring the welfare and safety of the children and colleagues at each service. This extends to ensuring staff:child ratios as maintained. If you want to arrange a meeting with a centre manager, please call or email in advance to arrange a suitable time and date.



A photograph of a classroom scene. A teacher with long dark hair is smiling and interacting with a group of young children. One child is lying on a blue mat on the floor, wearing a green shirt. Other children are standing and playing with toys. In the background, there is a wooden shelf with a green frog and a cow figurine, and a window with a view of the outdoors.

**“  
Play is often talked  
about as if it were a  
relief from serious  
learning. But for  
children play *is*  
serious learning.  
Play *is* really the  
work of childhood**

Fred Rogers



## POLICY DOCUMENTATION

At Tigers Childcare, we use policies as living documents to govern our services, keep children safe and guide day to day practice. Our policies are developed in line with legislation and best practice guidance and come under continual review. Updated policies are communicated to parents via Child Paths and are available on the [parents page](#) of our website.

## PARTNERSHIP WITH PARENTS

We recognise that parents play a fundamental role in a child's development as their first educators and our aim is to always support their role. We welcome parents by operating an open-door policy and involving you in your child's education and care at Tigers Childcare. We encourage parents to share their family individual interests and circumstances with us so that we really get to know you and your child. All information will be treated in a sensitive, respectful and confidential manner. We will communicate with you daily at arrival and collection and add extra detail about food, sleep and nappies on Child Paths. We use forms on Child Paths to record any accidents, incidents and medication details.

Refer to our Parents as Partners Policy for further information.

## CHILD WELFARE & PROTECTION

Children's First Act 2015 places a legal obligation on certain people to report child protection concerns at, or above a defined threshold, to Tusla – Child and Family Agency. These people are known as 'mandated persons'. Mandated persons must inform Tusla when they have reasonable grounds for concern that a child has been, is being, or is at risk of being abused or neglected. Our colleagues are deemed to be Mandated Persons due to the nature of their work and therefore have a legal responsibility to report child welfare and protection concerns.

Refer to our Child Safeguarding Policy for further information.



## COMPLIMENTS, COMMENTS & COMPLAINTS

We are committed to working in partnership with parents and we believe that regular interaction, communication and feedback is important. We welcome suggestions from parents and members of our community, and we are committed to listening and responding to any feedback.

We believe that all children and their families have the right to be treated with dignity and respect, in a safe, secure, and responsive environment. We welcome suggestions and feedback on what is working well as well as any areas for development within our setting. If a child or parent of a child attending our setting has a concern or complaint, we are committed to considering, responding to and resolving matters in a sensitive, respectful and timely manner. We will aim to bring all concerns to a satisfactory conclusion for all of the parties involved.

Refer to our Compliments, Comments and Complaints policy for further information.



## PARENTAL CODE OF CONDUCT

Tigers Childcare reserves the right to immediately terminate services to a family where parents or representatives of that family do not sufficiently engage or cooperate, are abusive to our colleagues, or behave inappropriately on our premises. In this regard inappropriate behaviour includes but is not limited to profanity, disruptive behaviour or behaviour that falls below the standard expected of a reasonable parent. Please note such termination will be without prejudice to Tigers Childcare's right to enforce all of its entitlements herein to include payment. A child whose services are terminated will not be eligible to attend any other Tigers programmes including camps.





## PRIVACY AND DATA PROTECTION

Tigers Childcare is committed to complying with its obligations under the Data Protection Acts 1988 and 2018 and our Data Protection Policy. Upon enrolment of a child by a parent, certain personal data will be held securely and used for the purpose of the operation of the childcare service and no other.

If you have a complaint in relation to a data protection issue or wish to make a Subject Access Request (SAR), please contact our team via email at [info@tigerschildcare.com](mailto:info@tigerschildcare.com).

## WAIVER

Please note any waiver, non-application or non-enforcement by Tigers Childcare of any of its rights hereunder will not constitute a general waiver of such rights.





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T: 353 (0)1 685 5544

[tigerschildcare.com](http://tigerschildcare.com)