

AIIMS BHUBANESWAR CRÈCHE

STANDARD OPERATING PROCEDURE

For the children of AIIMS Bhubaneswar employees

Adapted from National Crèche Scheme for the children of working mothers & National Minimum Guidelines for Setting Up and Running Crèches under Maternity Benefit Act 2017, issued by the Government of India, Ministry of Women and Child Development New Delhi

1. INTRODUCTION

The need for child care services has been emphasized in the National Policy for Children, 1974; National Policy for Education, 1986; National Policy for Empowerment of Women, 2001; National Plan of Action for Children, 2005; National Crèche Scheme for the Children of working mothers, 2017 and National Minimum Guidelines for Setting Up and Running Crèches under Maternity Benefit Act 2017, issued by the Government of India, Ministry of Women and Child Development New Delhi. Women working in the organized sector can avail day-care facilities for their children, which their employers are obliged to provide under various legislations like the Factories Act 1948, Mines Act 1952, Plantation Act 1951, Inter-State Migrant Workers Act, 1980 and NREGA 2005.

AIIMS Bhubaneswar has been providing quality care to the people of Odisha and nearby states since its inception. With the increased workload, many employees face difficulties caring for their kids during duty hours. The lack of good day-care services is often a deterrent for them to dedicate full service to the institute. In addition, the kids, when left unattended and alone at home, are at risk of malnutrition, safety hazards, and various psychological problems. With the composition of families changing from joint and extended families to nuclear families, extended family members are no longer physically available to look after the young child when the mother goes out to work. Because women are more likely than men to bear childcare responsibilities, lack of quality and safe childcare is a significant barrier to women's full and equal participation in work.

There is a worldwide consensus among psychologists, educationists, paediatricians, and sociologists regarding the significance of the early years of life for optimum child development. Early childhood is a time of remarkable brain development that lays the foundation for later learning, and any damage or impoverishment suffered at this stage is likely to be irreparable. These are years of extreme vulnerability and tremendous potential during which adequate protection, care, and stimulation are essential to provide the foundation for the child's well-being and development. Young children should be provided with opportunities and experiences to develop their comprehensive physical, social, emotional, language, and cognitive abilities. Thus, there is a need to adequately address the developmental needs of the children in the crèches through early childhood education and development.

Crèches are the centres where parents can leave their children in a trusted environment when they go to work, with the assurance that their babies will be nurtured with love, affection, and care. They provide a comfortable, safe, secure, and stimulating environment for children's overall growth and development, thus, supporting women's work and enabling the parents to focus on their professional careers. Crèches are designed to provide group care to children, usually up to 6 years of age, who need care, guidance, and supervision away from their homes during the day. Additionally, there are reports suggesting that those children who go to crèche or daycare centres are greatly benefitted in terms of their social behaviours, smoother transition to formal schooling, and inculcated discipline. Hence, there is an urgent need for day-care services/crèches for the employees of AIIMS Bhubaneswar.

The Crèche Committee recommends the initiation of the crèche facility at AIIMS Bhubaneswar. The guidelines, issued by the Ministry of Women and Child Development, dated 2nd November 2018 (CRE-23/1/2018-Crèche part 2), may be adopted by the institute, with some modifications, as deemed appropriate.

2. NEED FOR SOP

This standard operating procedure (SOP) guides for how the AIIMS Bhubaneswar Crèche cum Day Care Centre will operate along with the duties, roles and responsibilities of the crèche staff and parents. It aims to provide standards to aid in protecting the health, safety and rights of children, and to reduce risks to children in child day care centres. This manual is to be kept safely at the Crèche office at all times for easy access. If needed, it may be made available online at the AIIMS Bhubaneswar website. It is subject to modification and update as and when required, after discussion with the Crèche Committee and approval from the Competent Authority. Any such change will be notified to all stakeholders.

3. OBJECTIVES

- (i) To provide quality, safe and consistent day-care facilities for the children (6 months to 10 years) of AIIMS Bhubaneswar employees.
- (ii) To promote the welfare and holistic development of children encompassing their physical, cognitive, intellectual, social, emotional, communicative, and perceptual-motor needs by organizing age - appropriate activities through play and fun activity method.
- (iii) To provide pre-school education to the children and promote their learning.
- (iv) To educate parents about normal child development and empower them for better childcare and positive parenting skills.
- (v) To provide a warm, friendly atmosphere in a safe, healthy facility with trained child care providers.
- (vi) To be an emotional support system for parents when issues arise with their children.

4. SERVICES

The crèche will provide an integrated package of the following services:

- (i) Day-care facilities, including feeding and sleeping facilities.
- (ii) Early stimulation for children below three years, pre-school education for 3 to 6 years old children, and extra-curricular activities for older children.
- (iii) Growth monitoring.
- (iv) Health check-ups and immunization in collaboration with Dept. of Paediatrics.

5. CRÈCHE LOCATION

Ideally, the crèche should be near/at the work place site or in the beneficiaries' neighbourhood, within 500-1000 metres so that mothers breastfeeding their babies can conveniently come to feed their babies, and parents can be contacted in case of emergencies. Since different employees of AIIMS Bhubaneswar live at varying distances from the institution, the proposed creche will be operational at a common place, i.e., within or near the premises of AIIMS Bhubaneswar. Currently, the temporary crèche is located in Flat no. 102, Type V-A

quarters, AIIMS Housing Complex. The site for a larger and permanent crèche is yet to be identified.

6. CRÈCHE TIMINGS

The timings of the crèche can be flexible based on the working hours and timings of the parents. Since AIIMS Bhubaneswar has day and night shifts, the crèche will also run in shifts. The activities can be organized keeping in mind these shifts/ timings. It should always respond to the needs of the parents and keep the best interest of the children as well. The crèche cum day care centre will initially run from 7:30 am to 7:30 pm in 2 shifts – morning and evening from Monday to Saturday. Crèche will remain closed on Sundays and other public/gazetted holidays listed by the administration of AIIMS Bhubaneswar. In future, inclusion of day care services on Sundays on chargeable basis may be considered and agreed upon by the Crèche Committee depending upon the demand, logistics and resources. At present, crèche facility on hours per day basis is not available for kids below 3 years. For other age groups, arrangements may be made for those parents availing crèche facility on hours per day basis or those parents who have longer working hours with extra payment for additional time, as outlined in the section on user charges in this SOP. However, day care boarding cannot be provided beyond 8 pm in the present situation.

Shift	Working hours	Days
Morning / Shift A	7.30 am – 1.30 pm	Monday-Saturday
Evening / Shift B	1:30 pm – 7.30 pm	Monday-Saturday

The office timings of the crèche will be from 8 am to 5 pm. Any enquiry by parents related to admission, feeding, napping, etc will be entertained only during office hours. A specified time slot may be decided by the crèche agency for such enquiry and communication. Since the crèche staff are expected to be involved in child care with full attention and dedication, their mobile phones may be kept away or in silent mode during crèche activities, teaching sessions, outdoor play, etc and they may not be able to respond immediately. Therefore, parents should refrain from calling repeatedly or impatiently for petty things, and/or getting upset or angry for late responses to their calls or messages.

7. CRÈCHE BENEFICIARIES

A) Eligibility criteria

The following criteria (point no. 1 with either point no. 2a or 2b) should be fulfilled to avail crèche facility:

1. Age of the child - 6 months to 10 years

AND

2a) One of the parents must be a regular employee of AIIMS Bhubaneswar or a senior/junior resident currently working in the institution & the mother of the child is employed

OR

2b) Single male parent employed on regular basis or working as senior/junior resident in AIIMS Bhubaneswar

Appropriate proof for the above will be needed like birth certificate or child's Aadhaar/passport for age proof, appointment order/salary slip/employment certificate, etc for mother employed elsewhere, etc. This is only to ensure that the eligibility criteria are fulfilled and creche services are utilized by those who need it the most.

B) Total number of enrolled kids

Ideally, the number of children in the crèche should be limited to 30 (may be extended to 40 depending upon the resources). Of these, at least 40 percent of children should, preferably, be below three years of age.

C) Admission process

Applications for admission into the crèche will be sought from regular Group A and group B employees of AIIMS Bhubaneswar as well as from the senior and junior residents with ongoing tenure at AIIMS Bhubaneswar. If the maximum capacity of the crèche is reached, a draw will be held among the applicants for selecting kids to be enrolled. A waiting list of the surplus kids will also be prepared. When a vacancy is created, those on the waiting list will be admitted from the 1st of the next month by draw/lottery. In the event of a dispute, the judgement of the Crèche Committee will be taken as final. Names from waiting list will be removed on parents' request, if child's age exceeds 10 years or if the parent, who is AIIMS employee, leaves the institute, or if the tenure of the senior/junior resident gets completed.

Parents must fill up the admission forms and submit to the crèche agency (initially Crèche Committee) with a copy of necessary documents as outlined in the admission form e.g. birth certificate of the child, AIIMS ID card of parent(s), passport size photos of kid, photo ID card of guardian/person authorized to pick up child, etc.

D) Closing/discharge process

Parents shall give a request letter/application along with a discharge form for a child to be withdrawn from the crèche 1 month in advance. If there is a pressing circumstance for sudden discharge from the crèche services, it should be conveyed in writing. In that case, if the child is discharged on or after the 15th of the month, no fee deduction shall be permissible. If discharged before 15th of the month, 50% of the monthly fees will be refunded. The Crèche Committee reserves the right to exclude/discharge a child from the crèche for health, behavioural or other reasons. Additionally, if a child is not utilizing crèche services continuously for three months after enrolment, he/she will exit from the crèche to accommodate more needy children in the waiting list. Re-admission will be done in future based on the criteria and process outlined earlier. Any special case or circumstance will be dealt in an individualized manner after discussion with the Crèche Committee and Competent Authority.

8. CRÈCHE HUMAN RESOURCE

A) Number of crèche functionaries

Crèche staff should comprise of trained crèche in-charge/supervisor, crèche workers and crèche helpers in appropriate numbers for optimal care of the kids. Staff should be employed full time. At least two staff persons shall be present in the day care centre when two or more children are in care at any given point of time. All crèche staff should be female.

The recommended number of children and requirement of staff in a crèche will be as under:

Sl. No.	Age group	Maximum number of children to be enrolled per age group	Number of crèche workers per shift per age group	Number of crèche helpers per shift per age group	Crèche in-charge/supervisor per shift
1	6 months to upto 3 years	15	02	02	1
2	3-6 years	15	02	02	1
3	6-10 years	10	-	02	
Total		40	04	06	02

B) Minimum qualifications of crèche staff

To maintain the standards of care, the crèche staff should have minimum qualifications and requisite training at the time of appointment itself to enable them to understand and cater to the children's individual needs and developmental capabilities. The minimum qualifications of the crèche staff are as follows:

- Crèche workers - Class XII (Intermediate)
- Crèche helpers - Class X (Matriculation)
- If any suitable person with these qualifications is unavailable, relaxation may be given. However, in any case, the qualification should be at least Class X and VII, respectively.
- Age limit for both the above categories – 18 to 35 years at the time of appointment
- Crèche in-charge / supervisor – Minimum graduate with two years qualification in child care/Montessori, early childhood education or home science

Candidates trained in the last three years from an approved training centre will be given preference. The institute will also provide training from its resources at regular intervals (at least once every three years). Preference to be given to the women living in nearby areas for easy accessibility and availability. One dedicated female guard per shift should be appointed by AIIMS Bhubaneswar to ensure the safety and security of children. A background check and police verification for all staff should be done before the appointment.

C) Salary/remuneration of the staff

At least minimum wages as per the State norms for social security will be provided. The salary of the crèche staff will be drawn from the user charges paid by the parents.

9. DROP AND PICK UP POLICY

Transportation to and from the crèche is the responsibility of the parents. The crèche will remain open from 7:00 am to 8:00 pm. The crèche staff should report to work 30 mins before their scheduled shift, i.e. 7:00 am or 1:00 pm. They should wait 30 mins beyond the shift timings if any kid remains to be picked up by their parents.

Erratic timings of drop and pick up hampers the flow and conduct of ongoing curricular or extra-curricular crèche activities, distract the kids from ongoing group sessions, hinders the building up of a daily routine and discipline for the particular child, and delay the development of rapport and comfort with the crèche staff. Therefore, parents should strictly adhere to the drop time (7:30 am or 1:30 pm) and pick-up time (1:30 pm or 7:30 pm) as per the shift in which the child is enrolled. In case of any unprecedented situation causing a delay in drop or pick up, they should inform the crèche staff at the earliest. The team will make all attempts to call contact numbers, including emergency contact numbers, when parents/authorized persons do not turn up for pick up. If they are not successful in contacting the parents or the person authorized to pick them up, they will call the Crèche Committee. Under no circumstances should any kid be abandoned in the crèche or outside its gate/premises in the absence of the kid's parents or guardians. Crèche staff should not take a child to their homes.

Regular attendance of all kids should be taken and maintained in the attendance register. Parents must notify the crèche staff if the child is not coming any day. Entry cards will be issued to parents and staff members. The child should be handed over only to the parents or guardians authorized by the parents and designated in the admission form. The staff must be notified of any alternate arrangements prior and in writing. Verifying a photo ID card is mandatory if the person coming for pick-up is unknown to the crèche staff. If a child is picked up early for any parent-driven reason, the same should be notified to the crèche staff in advance, preferably in writing. Children will not be released to anyone under the age of 12 years. A child shall be released to either parent unless a court order in the child's individual file at the day-care centre states otherwise. If a parent/guardian or emergency contact, who arrives at the centre to pick up a child, appears to be intoxicated, the crèche staff will not release the child and inform the parent/other parent and Crèche Committee immediately.

Upon arrival at the crèche, parents must:

- Sign the "In & Out Register" with time before leaving the crèche
- Handover diaper bags, extra clothing, tiffin box, etc. to the creche staff
- Label all the belongings of the children
- Inform the staff about arrival and talk to them about the needs of the child, if any
- Wait for 5-10 mins outside the crèche to allow their kids to settle down, especially when newly enrolled

Upon departure from the crèche, parents must:

- Sign in the "In & Out register" with the time before leaving the crèche
- Collect and check all belongings of their child and inform if any item is missing. Management will not be responsible for any loss reported late.

- Inform the crèche staff about departure/dispersal.

10. PHYSICAL INFRASTRUCTURE

A) Location and basic amenities

- The crèche should be located in a safe and secure place that is welcoming and child-friendly.
- It should preferably be on the ground floor to ensure the safety of the children and for easy accessibility.
- The physical environment should be reasonably suitable for children with special needs.
- The centre should have a concrete (pukka) structure as per CPWD norms and provide effective protection from all types of weather.
- A crèche centre must have a minimum space of 6-8 sq. ft. per child to ensure that children can play, rest, and learn without any hindrance and to ensure a safe and protective environment for children especially for those under three years. It should provide sufficient space indoors and outdoors (preferably of equal size). It shall provide indoor child care space for individual and group activity which should not be used simultaneously as play space, other business, commercial, social or another purpose unrelated to the child care being offered. Space used for hallways, entryways, exits, staff purposes, day care centre administration, diapering areas, washrooms, kitchen, laundry, shelving or storage must not infringe on the children's unobstructed indoor floor space or on space used for the children's routine activities. The space in the centre may be utilized in a multi-purpose manner; for example, the playing area can be converted into a makeshift sleeping place for children by spreading out some durries and mats. This will facilitate organizing activities for the children to promote their development.
- There should be demarcated separate areas for different age groups and for various activities like sleeping, cleaning, eating, conducting educational and play activities, and breastfeeding. Preschool and school-age children should not be involved in a group activity in the same group space in which infants are sleeping, resting or having infant activities.
- Adequate safe and clean play area outside the centre should be ensured.
- An ideal centre should have covered as well as an open space area, some of which should be shaded, along with a kitchen and a child-friendly toilet facility.
- The centre should have at least two rooms/a large hall with a roof of at least 10 ft. height for children to rest and sleep, and a playing area.
- Rooms, hallways, stairways, outside steps, porches and ramps should be adequately lighted by artificial or natural light.
- The crèche should be adequately ventilated. Windows or doors used for ventilation shall be screened when open. Screens/curtains shall be in good repair. Windows or doors above the ground floor that open directly to the outdoors and are accessible to children shall be constructed, modified or adapted to limit the opening to 6 or fewer inches.
- There should be no unsafe places like open drains, deep and large pits, garbage bins, etc., near the centre.

- Ramps, porch and inside or outside stairs with three or more steps, if any, shall be equipped with a handrail for better accessibility and safe navigation. Inside stairs, if any, shall be equipped with non-skid surfaces.
- The centre must have a regular and potable drinking water source with a water purifier installed.
- In an ideal centre, the kitchen should be 25% of the covered area, and the toilet should be 5% of the covered area.
- The centre should have closed toilet cum bathroom facility for children. For every 15 toilet trained toddlers or preschool children, there should be 1 toilet and for every 25 toilet trained toddlers or preschool children, there should be 1 sink. The sink must be located in or near a toilet area.
- There should be dedicated space for washing and drying soiled clothes or bed linen.
- Toilets and sinks must be at proper heights so that children can use them independently.
- A day care centre shall provide running water and a safe and adequate drinking water supply. Hot water temperature in areas accessible to children, should not exceed 110° F or 43°C. Safe drinking water shall be available to children of all ages throughout the day.
- The rooms should have well-plastered walls having enough space to display pictorial material in each room of the centre.
- There should be at least two windows placed at a height of not more than 3 ft above the ground with an area 1/5th of the floor area. Doors and windows combined should have 2/5th of the floor area. The doors and gates should be constructed appropriately to ensure children's safety and also of materials/equipment.
- Provision of AC in the crèche is essential as the weather is unbearably hot and humid during most part of the year.
- A day care centre shall have an operable telephone and a published telephone number. The institution will arrange for operationalization of telephone services for the crèche. Emergency telephone numbers including the telephone number of the nearest hospital, police department, fire department, ambulance, pest control, snake helpline, poison control centre and housing complex maintenance office shall be pasted near the telephone in the day care centre.

B) Environment

1. A nurturing, responsive and inclusive environment should be ensured in the crèche.
2. The crèche should have bright, cheerful, and child accessible displays of essential play and teaching-learning material.
 - Daily schedule, child safety and essential norms, and other relevant material should be displayed on the walls.
 - Material prepared by children like their drawings and other art and craft work should be displayed at the crèche to create a child-friendly environment.

C) Equipment and play materials

- There should be provision of equipment and materials for complementary nutrition, cleaning, personal hygiene, sleeping and medical aid.

- Essential play items and teaching/ learning materials which can be directly manipulated by children must be made available to meet the needs of pre-school children.
- Equipment, furniture and toys should be appropriate to the age and number of children which help to create an accessible and stimulating environment.
- When buying toys and play equipment for children up to three years of age, make sure that the toys are durable and easily cleaned.
- It is recommended that only toys that comply with child safety standards should be provided.
- When purchasing or providing toys, check that there are:
 - ✓ No loose parts that can be inhaled or swallowed.
 - ✓ No sharp edges or points that can cause cuts.
 - ✓ No splinters, rust or flaking paint.
 - ✓ No lids that can close on top of children such as toy chests or boxes.
 - ✓ Stable supports, e.g. ride-on toys and rockers.
 - ✓ No toxic ingredients (in the case of paint or glue).
- All toys should be clean, and those that are dirty will need to be washed or disinfected after use.
- Toys that are mouthed, such as in the under eighteen-month age group, should be put in a container to be wiped or washed with a diluted Dettol. Washing dirty toys at the end of the session with soap and water is recommended.
- No toys from home are allowed unless the child cannot stay without it. Own toys brought from home should be labelled and ensured to be baby proof.
- Looking after children is an enormous responsibility, let the caregivers should not worry about the toys. If such items are sent by parents or brought by kids, please do not hold the crèche staff responsible for damage or loss. This applies to books as well.
- Stimulation activities and play materials should be based on multiple intelligence like verbal linguistic, bodily kinaesthetic, visual spatial, intrapersonal, interpersonal, musical, naturalistic, etc.
- Furniture must be durable, safe, easy –to-clean and appropriate for the child’s size, age and special needs.
- Study space, tables, chairs, and basic stationary shall be provided for older toddlers or preschool children in care.
- The specific furniture requirements for children with special needs or disabilities will also be complied.
- All equipment should be sturdy, safe, with no sharp edges, and easy to maintain and clean.
- The outdoor play area and the indoor play equipment are to be used only by the children enrolled in the crèche and random access by other children living in the housing complex is prohibited.

Type of facility	Material/Equipment
Sleeping and rest	Durries, bedsheets, cradles/ cots, pillows, mats and mosquito nets and basic furniture to meet requirements of children
Play / Pre-school activities	Out-door equipment and material like swings, slides, material for balancing activities, see-saw, sandpit, etc

	Pre-School Education (PSE) Kit including games and toys for play activities – doll, ball, ring, picture books, puppets and material for painting & colouring
Cooking and feeding	Induction stove, cooking utensils like pressure cooker, frying pans, feeding utensils like plates, bowls, spoons, tumblers etc.
Audio-visual	Micro-processor-based equipment which can also be used for interactive learning e.g. smart TV, music system, etc
Storage	Plastic/aluminium drums/bins/boxes and refrigerator for storing food items, and shelves/cupboards for storing educational and play tools

11. SAFETY AND PROTECTION NORMS

- Special care should be taken to keep the children safe and secure at all times at the centre.
- Use of the crèche shall be restricted to enrolled children, crèche staff, parents of breastfeeding infants, members of Crèche Committee and such other persons who may be related to the care of the children e.g. paediatricians during health check-ups, doctors or nurses of AIIMS Bhubaneswar called in for any medical emergency, fire fighter or police during fire accident or natural disaster, etc.
- The supervisor has to ensure that no person, known or unknown, is allowed inside the crèche at any point of time during the functioning hours of the crèche unless for urgent reasons e.g. supervised entry of maintenance staff for any emergent civil or electrical breakdown. Non-urgent maintenance work should be scheduled for Sundays or holidays when no kids are around. The visitor register should be maintained stringently, and any visitor/maintenance staff should always be accompanied by the crèche staff during their visit to the crèche premises.
- The centre timings and shift pattern should be followed as decided. Proper charge handover and effective communication between the crèche staff within a shift and between shifts should be ensured.
- All children attending crèches should be provided with identity cards.
- The teacher/crèche in-charge should have full information about the child's identity, residential address, phone numbers of parents, medical disorders, any special health needs, etc.
- Personal details of the person picking up and dropping the child at the centre should be available with the crèche staff, and the child should be handed over to that person only. A parent/guardian ID card with photo can be provided which needs to be shown during pickup of the child. In case any other person picks up or drops the child, then their identity proof along with prior authorization from the parent is necessary.
- Attendance of all children should be taken in the morning on the child's arrival as well as at the time when the child is picked up.
- To ensure children's safety, it is recommended a minimum of two adult care givers are available at all times when children are on the premises. This is necessary in case one person has to leave the room.
- No child should be left alone at any point in the crèche, even during breaks. Each staff person shall be assigned the responsibility for supervision of specific children. The staff person shall know the names and whereabouts of the children in her assigned group. The

staff person shall be physically present with the children in her group on the day care centre premises.

- The centre should not be in proximity to any establishment with noxious fumes.
- The doors and gates should be installed as per requirement.
- Materials and equipment should be stored safely after the centre is closed every day.
- Peeled or damaged paint or damaged plaster is not permitted on indoor or outdoor surfaces in the day care centre. When indoor or outdoor surfaces are repaired or painted, paint should not contain more than 0.06% lead. A child should not be present during the removal of paint from the indoor or outdoor surfaces of a day care centre. Removal, clean-up and disposal of leaded paint dust and debris shall be accomplished in a manner that avoids dispersal of dust and debris into the environment. Abrasive removal methods which include dry sanding, electrical sanding and sandblasting or open flame burning, or a removal process that permits the release of leaded particulate material into the environment are prohibited. Dust and debris generated by removal shall be disposed of in accordance with applicable norms and regulations. Child care may resume when the removal process is completed and when all accompanying debris is removed.
- All glass up to one meter above floor level and any other glass that children can access, such as windows or cabinets, should be shatterproof or protectively screened and any high windows are secure.
- The crèche marquee is for child care only and should be located in a safe environment away from cars, water, cycle paths and dogs and other wild and dangerous animals. Consideration is given to the location of the marquee in terms of ground slope, weather and shade.
- Age-appropriate climbing equipment/swings are placed over impact absorbent material that is rated for the fall height of the equipment.
- There should be approximately three-square meters of play space per child outside. Outdoor areas should be covered with grass, artificial grass or sand. The outdoor area should be adequately fenced/walled so that children are not able to climb over, under or through the fence/wall.
- The crèche should provide adequate shade for summer and rainy seasons.
- There should be no direct child access to hazardous areas, such as an activity area in use, an exercise room/gym, a swimming pool or a road.
- There should be no access by the children to service areas including rubbish bins, urns, bottles, cleaning products or poisons and medicine.
- It should be ensured that all electrical fittings, switches, plugs, heating and cooling equipment and power outlets are out of children's reach and fitted with earth leakage circuit breakers, childproof safety plugs or protective receptacle covers if accessible to children 5 years of age or younger. There should be no open wiring at any place near or inside the crèche. Insulation of all conduits should be ensured.
- Continuous clean and dry flooring, free from hazards, should be ensured especially in toilets, balconies, kitchen, and rooms without mats/carpets.
- There should be access to an adequate supply of drinking water, with separate cups for each child, and easy access to the toilets and hand washing facilities. If an adult toilet and hand basin are used, it is advised that a modified toilet seat and stable step suitable for children's use be provided.

- Clean water, soap for hand-washing and individual hand-drying facilities should be provided.
- Adequate hand-washing and hygienic diaper-changing facilities should be in in close proximity to each other.
- A policy where children do not use common face cloths, towels, combs or hair brushes, should be in place.
- Continuous supply of antiseptic wipes, paper towels, disposable cups and a covered garbage bin should be ensured.
- There should be access to a refrigerator or cooler for the storage of children's food and drinks.
- There should be access to a sink for cleaning baby bottles and equipment for heating/sterilising them.
- A number of plastic crates for the toys/games, arts and crafts materials should be available so unnecessary clutter and litter are avoided.
- All sharp objects like scissors, knives, blades, pins, etc., should always be kept away from the children.
- Chemicals such as detergents, cleaning agents, phenyl, etc., should be kept out of the children's reach.
- All the furniture and fixtures should be safe, sturdy and baby-proof.
- The cradles and cots should be made of washable material to maintain cleanliness.
- Toys should be child-friendly, age-appropriate, safe, and with no sharp edges. Toys and objects with a diameter of less than 1 inch, objects with removable parts that have a diameter of less than 1-inch, plastic bags and Styrofoam objects shall not be accessible to children who are still placing objects in their mouths.
- Gas heaters are not permitted.
- Fire extinguishing equipment and other fire-fighting material should be provided at the centre. The fire extinguisher shall be mounted in an accessible area with the top no higher than 5 feet above the floor.
- An early warning device shall be provided for sounding a fire alarm. It must be manually operated, electrically or battery powered, permanently mounted and audible throughout the structure with a distinctive tone. Once initiated, the device shall emit a continuous alarm until manually reset. Smoke alarms shall not be used as a substitute for this requirement.
- Sprinkler systems are required for childcare facilities located in a building with three or more floors.
- Fire safety clearance and necessary certification should be obtained from the fire safety department.
- Cleaning materials and other toxic materials should be kept in an original labelled locked container or in a container that specifies the content. They should be stored away from food, food preparation areas and child care spaces, in an area that is made inaccessible to children. They should be used in a way that does not contaminate play surfaces, food, or food preparation areas and does not constitute a hazard to the children.
- Toxic plants are not permitted in a child care space.
- Arts and crafts materials shall be non-toxic.

- Eating and drinking utensils shall be free from cracks and chips. Disposable cups, plates and eating utensils should be discarded immediately after each use. Styrofoam cups and plates shall not be used.
- All medications should be kept in a locked container/shelf/cupboard out of children's reach
- Smoking, drinking alcohol or any kind of substance abuse is strictly prohibited, violation of which will incur disciplinary/legal action.
- Children should not carry any valuables, jewellery, toys, sharp objects, or hazardous items to the crèche. Management will not be responsible for any loss of such items brought by the children except when some item is specifically asked to be sent with the kids for some crèche activity or program.
- All the items belonging to the children (bags, tiffin boxes, water bottles, blankets, towels, clothes, etc) should be properly labelled.
- CCTV cameras should be installed only for monitoring by the supervisor. It should not be misused for any unethical, anti-social or criminal purpose. The purpose is only to ensure the safety and security of the kids, not for violating the privacy, freedom or modesty of the children or the staff. Daily checks should be done regarding the operability of the CCTV cameras.
- Child protection policy should be formulated and adhered to. The establishment can refer to the safety and protection guidelines as mandated by the National Commission to protect child rights.
- Staff and volunteers must be made aware of their legal responsibilities as mandated under children's protection legislations like Juvenile Justice Act, POCSO Act, etc. Crèche staff are required by law to report any abuse or neglect they suspect has happened to a child who is in their care. This is known as mandatory notification and is a legal obligation. It is important that all staff and volunteers who work with children are aware of this obligation and know what to do should they suspect that a child has been abused.
- Any kind of verbal or physical abuse is strictly prohibited.
- Any kind of sexual abuse and sexual exploitation will be strictly dealt with under the POCSO Act.
- A record should be kept of all accidents, injuries and illnesses to assist in any insurance claims or the outbreak of contagious diseases. If a child is injured in more than a minor way or falls ill, the parent or guardian should be contacted immediately.
- Any medical emergency, accident or untoward incident like choking, fall, injuries, food or other poisoning, allergy attack, unusual or aggressive behaviour, physical, verbal or sexual abuse, etc should be immediately informed to the parents/emergency contact, medical officer and ambulance (in case of medical emergency) as well as the Crèche Committee.
- A care plan card will be written up in an accessible area to be followed if the child has an allergy attack.
- In the event of a missing child from the daycare, the daycare staff will remain calm, and ensure the remaining children are together and under supervision. Then, they will notify the parent/guardian and inform them of the steps that are being taken to locate their child.
- Police verification of security guards and other crèche staff is mandatory.

- There should be enough clear space to enable the children to play safely. There should be separate secure areas for babies and toddlers to play away from older children.
- Supplemental light refreshments (for example, biscuits or sandwiches) shall be provided if parents forget to pack food for a snack.
- Child-size tables and chairs should be provided to avoid injuries from falls from heights.
- Comfortable rugs/mats/cushions for floor sitting should be provided. Mats should be anti-skid.
- Room dividers can be made if caring for children younger than two or when caring for a large number of children.
- There should be sufficient boxes/shelves/storage space for children's personal belongings.
- Cupboards, trestles, etc that are not fixed to the floor should be positioned or secured in a way that will eliminate the possibility of children moving or pulling these structures onto themselves.
- Crèche staff should not sleep during working hours.
- The day care centre should be kept clean at all times by daily sweeping, swabbing and mopping.
- While arranging or re-arranging furniture, keep the safety of the children in mind.
- Any item left in the crèche will be put in the 'Lost and found' box. This box should be checked at least once a week.

12. EMERGENCY EVACUATION

- The crèche agency must establish emergency rules and procedures including emergency evacuation plan and escape route in writing which should be displayed at conspicuous areas and walls of the crèche including entry and exit portals for accessibility to all.
- The emergency plan shall include and provide for the following:
 - ✓ Shelter of children during an emergency including shelter in a place at the day care centre and shelter at locations away from the day care centre premises. The location should be safe and known to the staff, parents and children.
 - ✓ Evacuation of children from the day care centre building to a location away from the day care centre premises
 - ✓ A method for day care centre staff to contact parents as soon as reasonably possible when an emergency situation arises including an easy access to a current list of emergency telephone numbers, AIIMS hospital trauma and emergency department and poison control
 - ✓ The specific evacuation duties of each staff member
 - ✓ A diagram of all rooms in the day care centre, with exits marked
 - ✓ A method for day care centre staff to inform parents that the emergency has ended and to provide instruction as to how parents can safely be reunited with their children.
- Emergency exits should have direct access to the outside or another safe fire rated area. There should be safe access for children with disabilities.
- There should be a clear understanding among staff of emergency evacuation procedures and the location and operation of a fire extinguisher.

- Emergency evacuation drills should be conducted at least once per month.
- The crèche agency in association with the Crèche Committee shall review the emergency plan at least annually and update the plan as needed.
- Each review and update of the emergency plan shall be documented in writing and kept on file at the day care centre.
- Each day care centre staff shall receive training regarding the emergency plan at the time of initial employment, on an annual basis and at the time of each plan update. The date of each training and the name of each day care centre staff who received the training shall be documented in writing and kept on file at the day care centre.
- The emergency plan may be shared with the parents at the time of enrolment.
- Staff persons shall participate, at least annually, in fire safety training conducted by the fire safety officer including measures to prevent fire, control fire, use of extinguishers, emergency evacuation and rescue operations. Staff persons shall receive training in 'during a fire' situations and the use of the day care centre's fire extinguishers. Completion of training shall be documented by the name and signature of the fire safety officer along with the date of the training. Documentation of the same shall be retained in the day care centre staff's file.
- In case of emergency evacuation like in a fire, earthquake, cyclone, etc, the crèche staff and the children will be immediately evacuated with the help of neighbours, volunteers, fire safety personnel, etc and relocated to a safe area. If the fire and safety department determine the crèche to be safe to enter within 1 hour, the crèche staff and the kids will return to the crèche. But if deemed unsuitable or risky beyond 1 hour, parents/emergency contacts will be called immediately to pick up their child. Staff may call parents at any time to pick up their child if their ability to maintain the child's safety is in question.
- The Crèche will remain open until all students have been released to their parents/authorized guardians during such exigency, emergency or natural calamity.

13. TOILET FACILITY, DIAPERING AND TOILET TRAINING

- A clean western-type child-friendly toilet with water facilities, soap, clean cloth/towel, garbage bin, wash basin/sink at low level and an exhaust fan should be part of the centre.
- The water taps should be placed at a height which the children can easily access independently. Bathroom stools of appropriate height can also be kept.
- A potty-training chair/seat is not a flushing toilet. It shall be emptied and sanitized after each use.
- There should be a diaper change table, mat or bench at an appropriate place with a plastic cover for easy cleaning. Different size diapers, towels, wipes etc. should be kept at this table. Diapers should be changed only on the diaper table.
- Diaper changing tables/surfaces shall be cleaned after each use by wiping the surface with a sanitizing solution or by changing a pad, sheet or other surface covering.
- Toilets, diaper change tables and potty-training chairs should not be located in an area used for cooking or eating.
- A source of running water for hand washing must be present in or close to infant and toddler diapering areas.

- A toilet area, training chair area, diapering area and sink area shall be equipped with a clean, lidded waste receptacle.
- Check the diaper once the child comes to the centre. If soiled, change the diaper. Thereafter, check a child's diaper at least every 2 hours and whenever the child indicates discomfort or exhibits behaviour that suggests a soiled diaper. Change the diaper when soiled.
- Throw the soiled diaper after wrapping it with newspaper/ waste paper in the plastic-lined, hands-free covered dustbin/trash can.
- A sanitary facility for the disposal of soiled nappies should be provided.
- Potties will be provided by the centre. No child will be kept on the potty for more than 20 mins.
- A caregiver will be required to accompany children to the toilet if the toilet is not immediately accessible to the playroom and for young toddlers, especially if they need to climb and stand on a bathroom stool.
- Toilet areas and fixtures shall be cleaned daily and be in good repair.
- A day care centre person and an able child shall wash their hands after toileting and before eating. A sign on which this requirement is written shall be posted at each toilet, training chair, diapering area and sink in the day care centre.
- The crèche should have a regular supply of cleaning materials such as phenyl, disinfectants, brooms and mops, dustbins, garbage bins etc. Regular supervision may be done for improving the services and maintaining hygienic conditions in crèche.
- Toilet visits shall be built into the daily schedule for young children. Older children who are used to the regular toilets should be periodically taken to the toilet every 1-2 hours or on demand.
- Decide with the family when a child is physically and emotionally ready to start to learn to use the toilet. Be patient, supportive and understanding during this learning process. Be respectful of the child's needs. The child shall not be ridiculed for failure in this area.

14. HEALTH PRACTICES

- Ensure each child undergoes a regular medical check-up, preferably three-monthly, by a paediatrician. It can be either be done at the centre/AIIMS hospital in collaboration with the Dept. of Paediatrics or the parents should provide a copy of the medical records/prescription if health check-up is done at another hospital.
- The centre must always be equipped with a basic First Aid and Medicine Kit containing paediatric medicines for common ailments like fever, vomiting, cough and cold, body ache, toothache, earache, eye problems, dehydration, diarrhoea, worm infestation, abdominal pain, minor injuries, etc. In addition, ORS packets, antiseptic ointments/solutions, eye drops, band-aids, sterile cotton wool, sterile gauze pads, adhesive bandages, thermometer, disinfectants, tweezers, tape, scissors and disposable, nonporous gloves should be available. The crèche staff should provide first aid as per the recommended measures and must have obtained training for the same with a valid certificate. The first-aid kit must be inaccessible to children.
- There should be a doctor on call for any medical emergency, and parents should also be informed immediately.

- In case a child is undergoing treatment, parent's authorization along with copy of the prescription would be required to administer the medicine correctly. The crèche supervisor shall make reasonable accommodation to facilitate administration of medication or a special diet that is prescribed by a physician as treatment related to the child's special needs.
- When medication or special diets are administered, the following requirements apply:
 - i. A prescription or non-prescription medication may be accepted only in an original container, duly labelled with the child's name and expiry date. The medication must remain in the container in which it was received.
 - ii. A staff person shall administer a prescription medication only if clear, written instructions like name of the medicine, dose, route, frequency, whether to shake the bottle before use, etc are provided from the doctor who prescribed the medicine or from the parent along with copy of the prescription. Instructions for administration contained on a prescription label are acceptable.
 - iii. The physician's prescription must identify the name of the medication and the name of the child for whom the medication is intended. Medication shall be administered to only the child whose name appears on the prescription.
 - iv. Medication shall be stored in a safe, locked area of the day care centre or in an area that is out of the reach of children.
 - v. Medication shall be stored in accordance with the manufacturer's instructions on the original label.
 - vi. A parent shall provide written consent for administration by filling up and signing a "Authorization for the Administration of Prescription Medication Form".
 - vii. Parents must inform staff of any side effects or reaction that the medication may cause in a child. (ie: hives, drowsiness, diarrhoea).
 - viii. The permission and instructions for administration should be written on the sign in/sign-out book for the day of administration.
 - ix. The crèche supervisor is responsible to establish and maintain a medication log for administration of prescription and non-prescription medications which should include the name of the child receiving the medication, name of the medication, amount of medication administered, date and time of administration, any requirement for refrigeration, the name and signature of the person who administered the medication and the person who checked it, and special notes related to problems of administration or adverse effects.
 - x. If a special diet is prescribed for a child and if the diet is administered to the child, written instructions and the parent's written consent shall be retained in the child's file.
- Check the expiry date of the medicines stored at the crèche every month and dispose of the expired ones immediately.
- Ideally, a sick child should not be sent to the crèche. Specifically, children will not be allowed in the crèche if they are suffering from acute infectious, communicable or contagious diseases like fever of $\geq 100^{\circ}\text{F}$, persistent vomiting, diarrhoea, measles, mumps, chicken pox, hand-foot-mouth disease, head lice, tinea/ring worm infestation, conjunctivitis etc. A medical certificate of fitness/recovery from illness will be required at the time of resuming crèche services. The same applies for crèche staff too.

- If a child becomes sick or gets hurt at the daycare, the parent, or if parent is unable to be reached, the person authorized to pick up in the case of an emergency, will be called immediately and asked to pick up the child within 1 hour. The staff will isolate the child from the other children and make him/her as comfortable as possible. Appropriate first aid and/or preliminary treatment should be provided. The child should come back to the crèche only if he/she is symptom free for 24 hours. This is to ensure that other children in the crèche especially infants are not exposed to illness that will affect them more seriously than an older child.
- If the child has a cold, the centre will use tissues for wiping the running nose. Parents should send adequate numbers of tissue papers or handkerchiefs for same. If a child develops fever during the day, the child will be given a dose of paracetamol if acceptable to the parents.
- If a child has any minor cuts or bruises, first aid will be given and the parents will be informed.
- In case of more serious problems, the child will be taken to see the nearest doctor and the parents should be informed as early as possible.
- If the child is prone to wheezing, parents should inform the caregiver the kind of attention to be given and demonstrate the use of an inhaler.
- Age-appropriate immunization should be ensured. Immunization record of each kid should be maintained. The day care centre should not accept or retain an infant, a toddler or a preschool child at the day care centre for more than 60 days following the first day of attendance at the day care centre unless the parent provides written proof of immunization status of the child. Parents will also need to provide updated immunization record of ongoing vaccines administered to their kids. In case the parents opt against immunization, they should provide a written undertaking stating that they have chosen not to immunize their child and that they understand the importance of immunizations, side-effects and dangers of not being immunized. If an outbreak occurs, the parent will be asked to remove the non-immunized child from the centre until it has been determined that the child's health is no longer at risk.
- A day care centre person providing who comes into direct contact with the children or who works with food preparation shall have a health assessment conducted within one month of entering service in the daycare centre and every 24 months thereafter. The health assessment must include thorough medical history for current and/or past disorders like hypertension, diabetes, cardiac, tuberculosis, dermatological disorders, etc, physical examination including blood pressure and tuberculosis screening at initial employment. Subsequent tuberculosis screening is not required unless directed by a physician. Such a health assessment shall be valid for 24 months following the date of signature if the person does not contract a communicable disease or develop a medical problem. The health assessment shall be conducted, and a report shall be written and signed by a physician. If a person's medical record demonstrates a positive tuberculin skin test, that record shall be placed on file at the day care centre. A record of a person with a positive tuberculin skin test must include the results of a chest X-ray and evaluation for chemoprophylaxis. A person with a positive tuberculin skin test and a negative X-ray is not required to have further tuberculosis testing, unless one of the following occurs: (i) the person is exposed to an active case of tuberculosis. (ii) the person develops a productive cough which does not respond to medical treatment within 14 days.

- Parents of an enrolled child should provide an initial health report of their child no later than 3 months, 6 months and 12 months prior to the first day of attendance at the day care centre for an infant, toddler or preschool, and older kids, respectively. Parents should provide updated health report at least every 3 months for an infant, every 6 months for toddlers or pre-schooler, and every 12 months for older children. A health report must be written and signed by a paediatrician. The health report must include the following information: (i) a review of the child's health history; (ii) a list of the child's allergies; (iii) a list of the child's current medication and the reason for the medication; (iv) an assessment of an acute or chronic health problem or special need and recommendations for treatment or services, including information regarding abnormal results of screening tests for vision, hearing or lead poisoning; (v) a review of the child's immunized status; (vi) a statement of the child's medical information pertinent to diagnosis and treatment in case of emergency; and (vii) a statement that the child is able to participate in child care and appears to be free from contagious or communicable disease.
- A staff person with a discharging or infected wound, sore or lesion on the hands, arms or an exposed portion of the body shall be excluded from childcare and food preparation activities until the crèche supervisor receives written notification from a physician that the person may return to childcare or food preparation. The notification shall be retained in the person's file.
- If the crèche supervisor allows admission of a mildly ill child, she shall receive instructions from the parent for care of the child to assure that the child's needs for rest, attention and administration of medication are met.
- The crèche supervisor shall inform parents of enrolled children when there is a suspected outbreak of a communicable disease or an outbreak of an unusual illness that represents a public health emergency.

15. FOOD, NUTRITION AND FEEDING PRACTICES

- Food will not be provided by the crèche. Child has to bring his/her own food from home. No cooking at the crèche is allowed except heating, refrigerating, mixing, etc.
- Parents should ensure that they send healthy, nutritious meals and snacks including formula in appropriate amounts depending upon the child's appetite and duration of stay in the crèche.
- Parents should ensure that the food items should be properly cooked and packed in tiffin boxes. The tiffin boxes should be labelled with the child's name. The tiffin boxes should be stored properly and the food may be heated, if required, before serving.
- The freshness of the food sent by parents should also be ensured before feeding. If food smells or tastes to be stale or spoilt, it should be discarded, parents should be called and alternate food arrangements should be done.
- Certain food items should always be available for any exigency like milk powder, biscuits, cookies, cakes, chocolates, crackers, fruits, juices, etc in case a parent forgets to supply food for their child. Expiry dates of these items should be checked.
- The kitchen must be located at a place away from the children's activity area to avoid accidents.
- Essential kitchen equipment like induction stove, feeding equipment, storage bins, and container boxes must be available and safely placed.

- The centre must have adequate cooking/heating facilities, cooking/heating utensils, and feeding utensils. If parents wish to send own feeding utensils for their child, they should be properly labelled.
- All utensils should be cleaned regularly before and after use.
- All hygiene procedures for food heating/storage/service should be strictly followed.
- Food spillage or wastage during heating/serving should be avoided/minimized.
- All safety precautions should be strictly followed by crèche staff in the kitchen like switching off the induction stove/microwave, kitchen exhaust and chimney, etc when not in use, restricting entry of kids into the kitchen, keeping knives, forks, matchbox, etc. away from the reach of children.
- Encourage children to eat a variety of foods but be sensitive to individual food choices and cultural preferences.
- Most child care centre have policies excluding food containing nuts or nut byproducts such as bars and biscuits due to the severe reactions that can occur in children who are allergic to such foods. Any food allergies have to be informed in writing to the caregiver. If a food has never been given to the child before and is being given first time in the crèche (particularly egg and groundnuts), the caregiver should be informed in writing.
- Model healthy attitudes towards food, meal times, and clean eating habits.
- Discourage candy, gum, pop or other junk, packed, and preserved foods. Foods such as sweets, carrot, apple, peanuts and popcorn should not be given to babies and toddlers. Chocolates and lollies are not acceptable as meals or snacks. Unhealthy food items like chips, Kurkure, aerated drinks, etc are not allowed for birthday celebration in the crèche.
- Toddlers are required to lie down or sit when they have a bottle.
- Neither an infant nor a toddler shall be permitted to sleep with a bottle in his/her mouth
- Infant feeding requirements: -
 - ✓ A written statement giving formula and feeding schedule shall be obtained from the parents.
 - ✓ Breast milk or formula provided by a parent for an infant must be labelled to specify the name of infant, the date received, and the contents, and should be refrigerated at 4°C or lower.
 - ✓ Food provided by a parent for an infant must be dated, refrigerated if required, and used or discarded before the expiry date.
 - ✓ Bottled formula shall not be heated in a microwave oven.
 - ✓ An infant who cannot hold a bottle must be held by a staff member during bottle feeding.
 - ✓ An infant must not be fed in a crib or by bottle propping.
 - ✓ New foods shall be introduced only after consultation with the child's parent. Staff will respect the parent's decision as to when and what solid foods will be introduced, while providing them with guidance and counselling if required.
- Staff will discard any unused liquid in bottles or cups to prevent the spread of germs. The soiled utensils and tiffin boxes should be cleaned immediately and thoroughly.
- Staff will allow children time to eat and drink at their own pace.
- Mothers will be allowed to breast-feed their infant child.
- The caregiver will feed babies and toddlers with a clean spoon. However, if the toddler wishes to eat by him/herself it will be encouraged. In general, children above the age of

two will be asked to feed themselves most of the time under supervision and with assistance, if needed. Unless the parent explicitly states otherwise children will be allowed to self-regulate their food intake.

- Inform parents of any significant changes in the eating habits of their child or suspicion of eating disorders like pica, etc.
- Food should never be withheld from a child for purposes of discipline.

16. GROWTH MONITORING

- Assessment of the nutritional status of children using new WHO child growth standards is recognized as an essential tool.
- Children's growth should be regularly monitored and recorded in separate growth charts for boys and girls, which the crèche worker should maintain as per the new WHO child growth standards.
- Parents should be informed if any deviation from normal growth pattern is observed.
- Monitor the growth of the child by taking height and weight monthly for infants and quarterly for toddlers and pre-schoolers.
- If the child is underweight, then inform the parents immediately and consult a doctor.

17. CLOTHING

- Simple, washable, comfortable, weather appropriate clothes should be worn by the kids.
- There should not be too many clasps and zips.
- If clothes get wet or soiled significantly, they should be changed immediately.
- An adequate supply of diapers, bibs, wipes, undergarments, extra clothes, handkerchiefs, etc should be sent with the child. The soiled bibs or undergarments will be rinsed out and left out to dry before being given back to the parents.
- The shoes should be floor safe.
- Children should not wear any jewellery to the crèche. Small ear studs for girls are permitted.
- Specific linens should be provided by the parents if deemed essential e.g. a favourite blanket that the child will not sleep without.

18. NAPPING / SLEEPING POLICY

- Infants and toddler all come with their individual sleeping patterns. The crèche staff will try to meet the patterns while getting them into the routine of the daycare.
- Each day after lunch will be rest time. The length of naps depends on the individual child. Other naps are on a as needed basis.
- For babies under one year, only their body clock will be followed. For toddlers between the ages of 18 months to 3 years, gradually the mid-morning nap should be discontinued.
- Information on the favoured sleep posture of the child should be sought from the parent. Some sleep on their tummy, some on their back. Some will sleep only if patted, when sung to or rocked. But infants shall sleep on their backs until they can reposition themselves during sleep.

- Individual, clean, age-appropriate and seasonal rest equipment shall be provided for preschool, toddler and infant children as agreed between the child's parent and the operator. Blankets, small teddy bears and other comfort items may be brought from home to be used at nap time to help a child adjust to the centre.
- The rest equipment shall be labelled for the use of a specific child and shall be used only by the specified child.
- Bed linens shall not be used alone as age-appropriate rest equipment.
- Stacked cribs shall not be used.
- Crib and playpen, if any, shall be no more than 2 3/8 inches apart.
- At least 2 feet of space is required on three sides of a bed, cot, crib or other rest equipment while the equipment is in use.
- Bedsheets, blankets, quilts, and other linen related to sleep and rest shall be cleaned monthly, at a minimum. The crèche supervisor shall arrange a cleaning schedule.
- Soiled bedding shall be cleaned before it is reused.
- Toys, bumper pads or pillows shall not be present in a crib while an infant is sleeping in the crib.
- Naps are not mandatory. On parent's request if some child is hyperactive and can do without the afternoon nap it should be considered. Children who have outgrown naps will have quiet time, read books, do puzzles or other appropriate activities.

19. CRÈCHE ACTIVITIES

- Age-appropriate activities will be conducted for the holistic development of children e.g. story-telling, reading, writing, rhymes and poems recitation, painting, craft making, music, dance, imaginative play, etc.
- A daily schedule should be prepared and followed to ensure a balance between child-initiated and teacher-directed activities. There should be a balance between vigorous and quiet activity, inside and outside play, structured and free play, curricular and extra-curricular sessions, meal or snack times, and rest time.
- Always follow the daily schedule put up on the display board.
- Play and activities will be conducted both indoors and outdoors depending upon the nature or purpose of the activity and weather conditions.
- Age-appropriate curriculum for 6 months to 3 years and 3 years to 6 years should be provided by the crèche agency as a guide to carry out the above activities. The curriculum should be flexible enough to suit the diverse social, cultural, economic and linguistic contexts of our country, as well as adaptable enough to suit individual differences among children.
- The activities should be planned and conducted properly to ensure and encourage children's active participation, creativity, generation of interest, and fruitful engagement.
- The daily program must promote full participation of all children, including those with diverse abilities. It must foster and enhance cognitive, creative, physical, emotional, social, and language development. It must address the individual and group needs of the children. The time table and activities should be flexible and suited to the ages of the participating children.

- The daily/weekly/monthly curricular and extra-curricular calendar/schedule should be shared with the parents for their better knowledge and understanding. Any activity/celebration for any specific festival or occasion should be planned and communicated to parents well in advance for better preparedness by the parents amidst their busy work schedules.
- Infants and toddlers shall be provided stimulation by being held, rocked, talked to, played with and carried.
- Appropriate skills including self-help skills should be introduced to form a foundation for school readiness.
- There should be opportunity for children to move freely from one activity to another. Children should be gainfully occupied if they are required to sit and wait.
- Children have short attention spans so change the activities every 30 mins. Quicker change in activities may be needed for younger children.
- Opportunities should be provided at all times for children to develop oral communication.
- If any field trips, outdoor walks, play or picnic is planned, parents should be informed well in advance and written informed consent should be taken from them prior to the trip. Staff to child ratios should be maintained on all walks or field trips. First-aid kit and emergency cards with updated information and photo of child will be brought on all field trips or walks. At least one staff member present with the children must hold a current, valid first aid certificate. Access to a working telephone must be available within 5 minutes walking distance of the field trip site. An emergency plan must be developed prior to field trip. All staff and volunteers in attendance at the field trip must be familiar with the emergency plan. All emergency plans should contain the telephone numbers of parents, ambulance, hospital and doctor, as well as what actions are to be taken in the event of an emergency occurring.
- Age-appropriate disciplinary techniques should be used with children and no corporal punishment, verbal abuse, stigmatization, confinement, isolation, or exclusion will be tolerated under any circumstances. Child should never be deprived of basic needs, including food, shelter, clothing, toileting and bedding.
- Kids should be guided to adopt good habits and moral values, and refrain from bullying, beating, pushing or hurting other kids. In case of inappropriate or aggressive behaviour, guidance should be supportive, not punitive.
- Pictures taken in the daycare will be for the enjoyment of the kids, keepsake memories of the parents and for service promotion/advertisement by AIIMS Bhubaneswar and the crèche agency, as needed. A consent form must be signed by the parent prior to the child being photographed. Any illicit or unethical use of these photographs by the crèche agency is strictly prohibited and will incur legal/disciplinary action.

20. HYGIENE AND SANITATION PRACTICES

A) Environmental

- Adequate materials for cleaning should be provided at the centre like soap, hand wash, hand sanitizer, phenyl, disinfectants etc.
- Maintaining cleanliness of the toilets, dining area, activity area, and all the surroundings, especially at the corners, is necessary.

- Practice preventive measures such as sanitizing toys, play equipment etc., to minimize the spread of germs.
- Label all the dustbins and keep them clean and covered. Daily disposal of garbage and kitchen waste from the crèche and weekly removal from the adjoining grounds/premises should be ensured. Proper waste segregation should be done. Trash that has been contaminated by human secretions or excrement shall be contained in closed, plastic-lined receptacles.
- Evidence of infestation of insects or rodents in the day care centre is not permitted. If any pest is identified, the maintenance staff and pest control team should be immediately informed and pest control done promptly.
- Use shoe rack for keeping children's shoes. Slippers/sandals/shoes should not be worn inside the crèche. Socks may be allowed during winter.
- Toys and linen should be washed every week. Curtains need to be washed once a month. Maintain logbook of frequency of washing.

B) Personal

- Personal cleanliness of the child should be maintained at all times.
- Practice preventive measures such as washing hands, wiping nose, changing diapers, etc. to minimize the spread of germs.
- A day care centre person shall wash her hands before meals and snacks, and after toileting and diapering.
- Caregiver's hair should be tied all the time while working at the crèche. Their nails should also be trimmed and clean.
- Children should be cleanly dressed. Special attention should be given that the diapers of younger children are clean before sending to the crèche.
- The diapering area should not be used for food preparation or food service.
- Cloth and paper materials used as diapering aids shall be stored in a manner that prevents cross-contamination from a soiled diaper, contaminated hands or other changing materials.
- Always use gloves for potty cleaning. If plastic potties are used, then they should be cleaned and sterilized after every use.
- Every week, check children's nails. If the nails are long, they should be trimmed. But if the parents ask not to trim, then parents should do so themselves.
- Place two spare slippers in front of toilets for children's use.
- Whenever required, use separate towels for each child. Cloth towels and washcloths should be labelled with the child's name, used by only the named child and laundered weekly. Paper towels shall be discarded after each use.
- Liquid or bar soap should be used for handwashing, not just plain water.
- Encourage independence for dressing and toileting. Assistance and support will be given to the children to learn these new skills.
- Children should be taught about importance and practices of environmental sanitation and personal hygiene.

21. USER CHARGES AND PAYMENT OF FEES

Fixed user charges will be collected depending upon the age of the child and duration of stay in the crèche. The charges may be modified in the future depending upon the prevailing circumstances, after review and recommendation by the Crèche Committee. The user charges so collected will be used for the welfare of children, payment of salary of crèche staff, recurring expenses and upgradation of facilities of the crèche. The age group wise fee structure per shift per month is as follows:-

Sl. No.	Age group	User charges per shift per month
1	Age upto 3 years	Rs 3500/-
2	3-6 years	Rs 3000/-
3	6-10 years	Rs 2500/-

- The fee structure is monthly basis and should not be extrapolated to daily basis.
- At the time of admission, a one-time admission fees of Rs 5000/- will be collected which will be non-refundable. This money will be deposited in the crèche account, details of which will be shared with the stakeholders at the time of admission.
- If a parent wishes to avail crèche services for <50% of shift timings (< 3 hours), they will be charged on hourly basis i.e. Rs 500 per hour per month e.g. For a child staying in the crèche from 7:30am to 9:30am every month, Rs 1000 needs to be paid by the parents, regardless of number of days of the month availed. Hourly based charges will be applicable only if the child's age is > 3 years and the parents have informed the crèche at least 2 weeks prior to start of a month. However, if duration of stay in crèche is $\geq 50\%$ of the shift timings (≥ 3 hours), full charges for that shift will be admissible.
- No fee deduction or fee refund will be entertained for any random change anytime in the middle of the month from full shift to half/partial shift timings or hourly basis. But change from hourly basis to full shift timings anytime in the middle of the month will incur monthly charges applicable for full shift.
- Late fee of Rs 50 per hour per month may also be charged if parents are perennially late in pick-up of the child beyond 30 mins of end of the shift in which the child is enrolled.
- Fees should be paid by 5th of every month to the crèche account.
- If the last day of payment falls on a Sunday/holiday, the next working day will be the last day of payment.
- Delay in fees payment beyond 10th of each month despite multiple reminders and without a valid reason, will incur additional late fee of Rs 100 per day in the subsequent month payment. The child may not be allowed to avail crèche facility if there is payment default of more than 1 month.
- Parents need to share the transaction details to the office of crèche in order to verify the transaction. Receipt will be provided to the parents and a copy of the same will be kept in office file.
- An online, permanent and safe record of all payments should be kept in a Google log sheet in the crèche with viewing and editing rights by the crèche supervisor/in-charge.
- Fees are based on enrolment, not attendance. So, no fee deduction or refund is permissible for sick/missed days or statutory holidays.
- No fee reduction or refund is admissible if children remain absent during summer or winter vacation of parents or of school going kids unless the parents decide to discontinue

the crèche services for their children. Any such information should be conveyed to the crèche staff 1 month in advance.

- If a kid seeks re-admission after discharge from the crèche, the same lottery system of enrolment and same fees structure as outlined above will be applicable.
- Additional fees may be charged for the field trips/outdoor picnics.
- If there is any special parental request for exceptional circumstances of urgent but temporary need for crèche services, flexibility of crèche timings and/or issues related to fees payment, it will be reviewed and decided by the Crèche Committee on case-to-case basis.

22. JOB DESCRIPTION, ROLES AND RESPONSIBILITIES OF CRÈCHE FUNCTIONARIES

A) Crèche supervisor/in-charge

Crèche supervisor/in-charge is a guide who would have information about her team of workers, children and parents. She should have an understanding of the objectives of the organization/programme. She should regularly monitor and appraise the skills of her team and the programme and will also identify training need of her colleagues. She should build contacts with other agencies and seek support of resource persons to improve quality. A regular check of records is an important function of the supervisor/in-charge. She would be responsible for the smooth functioning and general management of the crèche cum day care centre.

Important key skills required are –

- Can demonstrate leadership skills, able to take an effective lead in short and long term planning
- Able to motivate others to work as a team and be an effective role model for the team
- Administrative and organizational skills
- Able to have strategies for coping in a crisis
- Sound understanding of child development and differing needs of children in all the three categories of age groups
- Has firm understanding and knowledge of issues and criteria related to a crèche setting

Job roles and responsibilities included, but not limited to, are –

- i. Operationalization of daycare centre –
 - ✓ Keep track of shortage in attendance, analyse reasons and talk to parents to ensure regular attendance
 - ✓ Regularly monitor the weight, nutrition status, general health and growth parameters of children to ensure optimal development within 3 months of stay at the centre
 - ✓ Administer finances, personnel and maintenance
 - ✓ Administer the day care centre's program objectives and activities
 - ✓ Designate a staff person who is responsible for compliance with this SOP in her absence
 - ✓ Coordinate and plan daily activities with the crèche workers and helpers
 - ✓ Overall program planning
- ii. Achieving age-appropriate development milestones, literacy levels and mainstreaming into schools

- ✓ Monitor the implementation of curriculum for learning of all children and their level of literacy
- ✓ Ensure identification of children with special needs for timely action
- ✓ Organize outings, festival celebrations, parent-teacher meetings (PTMs) and meetings with Crèche Committee
- iii. Participation of parents in their child's growth/learning/hygiene, etc –
 - ✓ Interact with parents to understand the child's background and history
 - ✓ Motivate them for ensuring regular attendance
 - ✓ Educate them on the importance of health, hygiene, education etc and update them on their child's progress in all aspects
- iv. Utilize local available resources at the centre level
- v. Effectively utilize and manage inventory and stocks
- vi. Preparing and submitting written evaluation of staff persons annually
- vii. Centre operations-
 - ✓ Follow and ensure the following of all protocols, quality norms and processes related to health, safety, cleanliness, nutrition and education - safety guidelines, growth monitoring, curriculum for learning, etc
 - ✓ Maintain and keep clean and in working order, all equipment, fixed assets and other material at the centre
 - ✓ Ensure the maintenance of updated records at the centre - attendance, growth monitoring, health records, progress in development/milestones chart, etc
 - ✓ Make plans and assist the centre team in preparing daily plans
 - ✓ Arrangements for doctor's visit for medical check-up of children
 - ✓ Preparing and submitting reports including incident reports
 - ✓ Ensure that all team members are following the guidelines and tasks assigned to them
 - ✓ Encourage and motivate the team to carry out the activities efficiently

B) Crèche worker

The crèche worker who looks after the children has to play the role of warm and loving parent as well as teacher. Her attitudes, skills and knowledge influence her interaction with the children, colleague and parents. A crèche worker has to attend to all the needs of the children. Training can further develop child care skills, communication skills and update the knowledge of the worker.

Important key skills required are: -

- High level of patience and immense love and compassion for children
- Skilled child care worker with knowledge of developing interesting and fun activities
- Physical stamina and the ability to get along with children and entertain/engage them
- Excellent child supervision skills and is able to communicate with parents and colleagues about the progress of child in their care

Job roles and responsibilities included, but not limited to, are-

- i. Monitor the attendance of crèche children and bring any irregularity in attendance to the notice of parents and crèche in-charge
- ii. Organize and carry out age-appropriate developmental activities as per schedule
- iii. Keep track of each child's developmental milestones
- iv. Bring to the notice of crèche in-charge, any child with special needs.

- v. Health & nutrition –
 - ✓ Feed supplementary meals and snacks as per schedule to all crèche children, including special diet to identified children
 - ✓ Monitor appropriate growth of children with the help of crèche in-charge and bring to the notice of the doctor about any issues
 - ✓ Identify any specific ailments/abnormalities in children and bring to the notice of in-charge
 - ✓ Administer medicines prescribed by the visiting doctor and monitor improvement of condition
- vi. Hygiene –
 - ✓ Keep the crèche area clean and the crèche table organized as per the systems
 - ✓ Keep the children clean, change wet nappies regularly, wipe noses, etc
 - ✓ Follow systems for cleanliness before and after meals
 - ✓ Follow all other systems laid down in the SOP to ensure a clean and safe environment for the children
- vii. Safety –
 - ✓ Follow all laid out safety procedures for taking/handing over the child, quality of toys and other materials given to the children, personal and environmental safety during routine circumstances and emergency situations, safety from fire, burns, accidents, electrical hazards, etc
- viii. Participation of parents in their child’s growth/learning/hygiene, etc -
 - ✓ Interact with parents to understand the child’s background and history
 - ✓ Motivate them for ensuring regular attendance
 - ✓ Educate them on the importance of health, hygiene, education, etc and update them on their child’s progress in all aspects
 - ✓ Bring to their notice any problems related to their child
- ix. Maintaining records and following system –
 - ✓ Prepare periodical assessment report of crèche children and submit to in-charge
 - ✓ Adhere to quality standards as per process document/checklist with respect to safety, health & hygiene, nutrition & learning
- x. As team member of the centre, carry out all tasks assigned by the in-charge as per schedule – preparation and servicing of food, organizing for doctor’s visit, etc.

C) Crèche helper

Crèche helper is required for cleaning, cooking/heating/serving/feeding food, and also to assist with care and play if required. She must therefore receive appropriate training and remuneration.

23. CODE OF CONDUCT FOR CAREGIVERS:

- Always remember children are God’s gift and they have just come into being they are very much dependent on us. They still have numerous years to learn social skills and appropriate behaviour. Nurture them with all the love possible, be patient and pleasant. Avoid using foul language as children are very quick to imitate and unlearning is always more difficult than learning.

- All crèche staff should wear presentable cotton clothes as clothes made up of nylon, chiffon or silk material are not comfortable to work with. Also, it may be slippery when holding or carrying infants and young toddlers in arms or on laps.
- Their hair should be plaited or made into a bun.
- They should wear only essential jewellery, but no long ear rings, big necklaces or fancy bracelets with sharp edges as kids may tend to pull the jewellery for playing and this may hurt the staff as well as the kids. Glass bangles tend to break and may hurt the children hence best avoided.
- Dupattas and saree pallu need to be pinned up neatly for ease in working.
- They should not have long nails as it may hurt the children and transmit germs while feeding.
- No footwear is allowed inside the crèche.
- The caregivers need to freshen up after attending to the children's needs. Taking a bath can be done only after working hours.
- The caregivers need to use anti-lice medicated shampoo regularly to prevent lice in children's hair.
- They should not put flowers or gajra on their hair as it falls all around the floor and babies tend to put in their mouths.
- Personal telephone calls should be made and received only when necessary. Working hours is not a time to chat with friends and family. Do not sit and chat with each other while at work.
- Hand washing before feeding children and after helping a child with toilet should be mandatory.
- Work should be distributed evenly so that there is no confusion and resentment.
- The children's daily report sheet as well as their file of artwork and other activities should be maintained.
- They should be truthful and honest as they are role models for the children.
- Share your difficulties in disciplining children with the supervisor.
- Beating, slapping, whipping, pushing, pulling, shoving, dragging, and pinching is strictly prohibited and there is zero tolerance for such heinous actions.
- Child should not be left unattended except when sleeping. Even then periodically check on an infant younger than 1 year of age.
- Do not carry the child clasping one arm as it may dislocate the arm.
- The day care centre should be kept clean at all times by regular sweeping, swabbing, dusting and moping.
- The toilet and bathroom floor needs to be maintained impeccably. Make sure it is dry at all times so that young children do not slip on the floor when they run into the toilet.
- Always follow the daily plan put up on the display board.
- Caretakers should not sleep in the afternoon.
- Other money generating activities is strictly prohibited during the working hours.
- Visitors should not be entertained unless they are from parents or inspecting authorities.
- Crèche facilities and services are meant for the enrolled kids of AIIMS Bhubaneswar employees. So, crèche staff should not bring their own kids to the crèche for feeding, playing, napping, participating in crèche activities, etc.

24. MONITORING, SUPERVISION AND RECORD KEEPING

A) Records and registers

- The crèche staff are responsible for maintaining all records and registers accurately and up to date.
- All records and registers should have specific entry for severely underweight children.
- All registers and records should be available for inspection at any time during the working hours of the crèche.
- The list of such records and registers include, but not limited to, the following: -
 1. Admission/Enrolment register for recording profile of children and their parents including profession/income of both parents in admission forms duly filled up and signed by parents
 2. Attendance registers of children including reasons for absence
 3. Attendance registers of crèche functionaries including reasons for absence
 4. Individual child case file with medical records and immunization record of all enrolled kids
 5. Record of the milestones of the child including motor, communication, daily living and socialization skills appropriate for age 6 months to 2 years. Similarly, for pre-schoolers, the milestones pertaining to their physical, cognitive, emotional, social and language development should be recorded.
 6. Daily Sign In & Sign Out register
 7. Activity record
 8. Register for consumable and non-consumable items/stock register
 9. Utilization certificate
 10. Separate registers for meeting with parents, Crèche Monitoring Committee, etc
 11. Register for user fees payment
 12. Daily logbook to record information about any absence of a child due to illness and any unusual or special events in the day care centre
 13. Incident report
 14. Complaint/feedback register
 15. Logbook, warranty, manual of all equipment
 16. Visitors / inspection authority register

B) Contents of individual child record and staff record

- i) The individual child record should include, but not limited to, the following: -
- Child's name and date of birth
 - Dates of application, admission and withdrawal of the child including reason of withdrawal
 - Names, home addresses, phone numbers and email ID of the child's parents
 - Name, address and phone number of the child's physician
 - Name and contact information of the person to be notified in case of an emergency if a parent is not available
 - Names of persons to whom the child may be released and relationship to the child

- A health questionnaire for the child completed by the child's parent, including immunization dates
- Signed parental consent, prior to admission, for emergency medical care for the child
- Signed parental consent for administration of medications, including clear written instructions from the child's parent regarding dose, frequency, etc and the written record of each dose of medicine administered
- Signed parental consent, prior to admission, for administration of minor first-aid procedures by day care centre staff
- Written instructions signed by the child's parent concerning any special requirements for feeding, diet, rest or exercise
- A copy of a report of any incident affecting the health, safety or well-being of the child while attending the day care program
- Semi-annual development or milestones report for an infant, toddler or preschool child

ii) The individual staff record should include, but not limited to, the following: -

- Name, address, telephone number and email ID, if available, of the crèche staff person
- Copy of ID and address proof
- Certificate of educational qualifications, child care experience and training prior to service at the day care centre
- Character certificate
- A written report of initial and subsequent health assessments, including the results of initial and subsequent tuberculin skin tests, X-rays or other medical documentation necessary to confirm freedom from communicable tuberculosis
- Reasons for prolonged absence from work after appointment at this crèche
- Police verification documents
- Two written, nonfamily references from individuals attesting to the person's suitability to serve as a day care centre person
- Reasons for discontinuation/termination of job

iii) Sign-in / Sign-out register:

- The crèche service should have a sign-in and sign-out register, which parents/guardians complete when dropping off and picking up their child.
- The system should record the child's name, age and any special requirements concerning the child for that day, the parent's name and their location within the complex in case of an emergency, and a 'time in' and 'time out' signature.
- Note that parents/guardians must remain on the premises while they are handing over or receiving child to/from crèche.
- The person responsible for bringing the child to the crèche should be responsible for collecting the child. It may be necessary to view some form of personal identification such as Aadhaar, AIIMS ID card, etc if the person collecting the child differs from the one who brought the child to the crèche and is unknown to the crèche staff. Written authority from the parent or guardian should be obtained before the child is handed over to anyone other than the person who brought the child to the crèche.
- The children should wear ID cards in order to help crèche care giver to monitor the children, particularly in emergencies.

C) Monitoring and supervision

- The crèche supervisor/in-charge will manage the crèche and should be directly responsible and accountable for all matters of the crèche.
- Another staff member who is qualified to act as the crèche supervisor can take charge at times when the crèche supervisor is absent from the day care centre. The crèche supervisor or the person designated as the second in command must be in attendance at the day care centre at all times during its operating hours.
- The crèche supervisor must keep each child's file confidential, complete and organized.
- The crèche supervisor must store a child's file in a safe and secure manner at the day care centre and must keep it for at least 12 months after the date of the child's withdrawal from enrolment.
- Parents are required to review and update the information pertaining to emergency contact details and medical needs at least once in 6 months or as soon as there is a change in the information. Following review, a parent shall attest to the accuracy of information by affixing a dated signature to the record. If such information is updated in a master file, it shall be updated accordingly in other day care centre records. A copy of the initial and all subsequent written agreements/consents should be kept in the child's file between the parent and the grantee.
- Daily record of each infant, toddler and pre-schoolers should include, but not limited to, daily routines, including naps, eating and toileting; noting atypical responses; activities in which the child participated, noting the child's preferences and abilities; information about any unusual occurrence and other pertinent information that does not necessarily relate to a daily occurrence.
- The parents shall have access to the child's complete day care record.
- A day care centre person should not disclose information concerning a child or family, to any 3rd party, except in the course of inspection/investigation by appropriate regulatory authorities, Crèche Committee or in case of medical need.
- Release or dissemination of information in a child's record may be made by the crèche supervisor and only with written parental consent.
- When file material is released, the person who authorized the release shall record the following information in the child's file: (i) the name and position of the individual to whom the information was released; (ii) the date the information was released; (iii) the portions of the record that were released; (iv) the purpose of the release; and (v) the signature of the person who authorized the release.
- Quarterly meetings with parents should be conducted for discussion on child's progress and for obtaining feedback from parents.
- Any gross deviation from the developmental milestones or abnormal/inappropriate behavioural pattern should be brought to the notice of the parents and the paediatrician.
- A Crèche Monitoring Committee should be formed having representation from the parents, one crèche worker, crèche in-charge, officiating members of the existing Crèche Committee and one admin/HR person for supervision and smooth running of the Crèche in accordance with the guidelines in this SOP.
- Periodic meetings with the Crèche Monitoring Committee should be held and proper documentation of the same should be ensured.

- Child protection policy, as outlined in the National Minimum Guidelines for Setting Up and Running Crèches under Maternity Benefit Act 2017, should be in place and abided by the crèche staff as well as parents.
- Periodic evaluation of the crèche quality through a professional agency should be done.
- The Crèche Committee would visit the crèche at least once in a month. The committee would also look into the grievances of the beneficiaries/parents for redressal. They can suggest improvements in the crèche practices and modifications in the crèche norms and regulations. The names of the committee members with their contact numbers should be displayed at the crèche centre.
- The Crèche Committee reserves the right for planned and surprise visits at any time for inspection of the crèche premises, check of crèche activities and functioning, and scrutiny of all records, registers and documents. Any violation of the rules and regulations laid down in this SOP by the crèche staff will be subjected to appropriate penalizing actions, either administrative, financial or legal, depending upon the nature and severity of the violation.

25. INCIDENT REPORTING

- The crèche supervisor must immediately secure any necessary medical assistance, notify the child's parents and Crèche Committee on telephone, and submit an incident report to the office of the Competent Authority, AIIMS Bhubaneswar within 48 hours, after forwarding by Crèche Committee, if one or more of the following occurs:
 - ✓ Inpatient hospitalization or emergency room treatment of an injured / ill child receiving care at the crèche
 - ✓ Any accident or natural calamity causing damage to life and property
 - ✓ Grievous injury to a child or staff at the crèche
 - ✓ Death of a child receiving care at the crèche
 - ✓ A day care centre fire that requires the service of a fire department
 - ✓ A child receiving care in the crèche is lost or missing from the crèche
 - ✓ A child receiving care in the crèche is left unattended in the crèche when it is closed
 - ✓ Any outbreak of communicable disease in the crèche
 - ✓ Any other incident that affects or could affect the health, safety or well-being of a child attending the crèche
- The report shall include the following information:
 - ✓ Name, address and telephone number of the crèche
 - ✓ Name, address and birth date of the child
 - ✓ Name and address of the child's parent or guardian
 - ✓ A description of the incident, including the date, time and location of the incident and the caregiver and equipment involved
 - ✓ Name and telephone number of local authorities notified
 - ✓ Nature of the treatment provided along with name and address of the place where the treatment was received
 - ✓ Any rescue/emergency actions taken, and personnel involved
 - ✓ Required follow-up.

- The crèche supervisor should sign the incident report with date, and signature of each staff member and care provider involved as well as parents should be obtained before submitting the report.
- The Crèche Committee will also submit a report to the competent authority with recommendations for further course of action.
- Copies of incident reports at the day care centre shall be kept in an incident report file as well as the individual case file of the affected children.

26. TRAINING OF FUNCTIONARIES

(a) The crèche should provide custodial care to children and contribute to the child's overall development. It must be fully recognized that running a crèche is not an unskilled job but requires proper and appropriate training. Thus, crèche workers and helpers specifically trained in child care, early childhood education, first aid, etc are a prerequisite for opening a crèche. The training should have preferably been done within the last three years prior to their appointment.

(b) A training module prepared by NIPCCD shall be used to train every crèche worker and helper after their appointment to orient them to provide better day care services and build up a child-friendly environment in the crèche centre. The training module focuses on practical experiences in general hygiene, health, and nutrition and specifically emphasizes developing and using innovative teaching methods for pre-school children. Regular refresher training once every three years is mandatory for both crèche workers and helpers.

(c) After training, the crèche worker/helper will be expected to perform following functions: -

- ❖ Organize stimulation activities for children below three years
- ❖ Organize pre-school education activities for children between 3 to 6 years of age
- ❖ Engage children of age 6+ in constructive activities, including supervising or helping them with their homework
- ❖ Prepare low-cost teaching and learning material for children
- ❖ Feed the infants and assist in feeding of older kids
- ❖ Monitor growth of children and accordingly provide counselling to parents
- ❖ Teach personal hygienic habits to the children
- ❖ Keep the centre and its surroundings neat and clean
- ❖ Provide proper arrangements for sleep and rest of children
- ❖ Maintain records and registers
- ❖ Ensure visits by doctors/health workers

27. POLICY FOR PARENTS

- Parents should comply with the norms laid down in the SOP pertaining to timings, drop and pick up, feeding, toileting, sleeping, health and sanitation practices, fees payment, etc. Parents should cooperate with crèche staff and Creche Committee in following rules and regulations.

- The centre should welcome parent participation, suggestions and feedback in the activities or operations of the centre. Parents' interest should be discussed with the centre supervisor, who in turn can advise them of what opportunities are available.
- Once in a quarter, conduct meeting with the parents. This is to address any issues that arise during the month. One crèche staff, the crèche co-coordinator/supervisor and a Crèche Committee member will be present.
- Parents of enrolled children are not allowed to visit the crèche at random time as it will disrupt the peace and workflow of the day care. A time slot and a crèche staff may be designated for any queries or conveying important information/message to the caregivers within crèche office hours. Parents should understand and respect the personal life and family/social responsibilities of crèche staff and avoid calling or messaging crèche staff at odd hours outside the crèche timings unless deemed essential or urgent.
- Parents should feel free to discuss their unhappiness in any regard. But they should refrain from being angry or disrespectful with the crèche staff in front of the children. This makes it very difficult for the crèche staff to have co-operation from the children during planned activities, or any dispute between children.
- A timetable has to be developed so that infants and children have an enriching and learning environment at the crèche. This should be communicated to the parents so that they can co-operate with the crèche staff in adhering to the timetable. Weather and status of the child will be considered for the age-appropriate activities.
- In order that children reach their milestones, they will not be carried around unless they are in the settling down period or need to be pacified. Extra attention will be provided to new comers so that they feel comfortable.
- Use of pacifiers is strictly prohibited.
- The feeding bottles should be sterilized at home. The number of bottles should match the number of feeds.
- It is preferable that parents should provide safe drinking water and milk along with meals/snacks which will be heated if required in the crèche.
- All belongings of the child should be properly labelled and in proper condition for use. Clothing and diapers provided should be clean and in adequate numbers.
- Request to staff to collect items from individuals' home or to buy/order food from outside or to accompany child to outside eateries will be strongly discouraged. Rare instances of help if urgently required will be considered on a case-by-case basis.
- After pick up or return from the crèche, if any item is found in the bag or with the child at home which does not belong to that child, parents should return it the next day and inform the crèche staff so that it can be put in the "Lost and Found" box or handed over to the correct child.
- Crèche facilities and services are meant to be utilized exclusively by the enrolled kids. Parents should not request for allowing non-enrolled siblings of the enrolled child to enter crèche, participate in crèche activities or play in the indoor or outdoor space of the crèche.
- No physical or verbal abusive punishment is allowed in the crèche. Parents should encourage their children to listen to simple instructions given by the crèche staff. Most issues should be dealt with affection and/or redirection to other activities.

28. COMMUNICATION POLICY

- HOT communication i.e. honest, open and two-way communication, is encouraged. Enable a forum in which parents provide input and receive notice of any matters of interest or concern to the parents.
- The crèche activities for the day/week/month should be posted on a soft board/display board for parent information.
- If a court of competent jurisdiction has limited the parental right of access to the child, this should be intimated to the crèche staff and Crèche Committee in advance and a copy of the order should be in the child's individual case file at the day care centre. The parent with restricted or denied access to the child would not be allowed or entertained for any meeting with the child or staff, or any other mode of communication regarding the child whereabouts, safety, development or wellbeing. The law of the land needs to be respected at all times by both parents and crèche staff.
- If consultation/discussion with a child care provider is desired, parents should inform ahead of time so that the child care provider can give undivided attention.
- Communication by e-mail, telephone and WhatsApp is encouraged.
- Parents can expect ongoing communication with staff concerning their child's progress, crèche activities and crèche operations.
- Parents concerned with the care of their child, or any incidents at the centre are urged to speak with a child care provider, and if not satisfied, can communicate to the Crèche Committee.
- Opportunity shall be provided for parents to participate in some of the day care centre's programs.
- Periodic PTM should be organized and minutes of such PTMs should be maintained.
- Feedback from parents should be obtained regarding the crèche functioning and their children's issues.
- A complaint and suggestions register should be kept in the crèche. In case of any dissatisfaction, parents should be encouraged to enter it into the register. It will be reviewed and discussed in the parents meeting.
- Any grievance or complaint by the parents, kids or crèche staff will be addressed and resolved by the Crèche Committee and if needed, in consultation with the Competent Authority.
- Any significant change in the crèche functioning, schedule, timings, activities, closure etc should be intimated to all stakeholders well in advance or as soon as practicable.

29. CHECK LIST FOR SETTING UP A NEW CRÈCHE

1. Date of establishment of the Organisation/Crèche
2. Number of women employees
3. Number of children in the beneficiaries age group of 6 months to 10 years
4. Whether the building where Crèche facility is required is own building rented or on long term lease?
5. Whether minimum space at the scale of 6 to 8 sq. ft. per child is available?
6. Whether accommodation has proper provision for light and ventilation?
7. Whether toilet and sanitation facility for small children is available?
8. Is adequate and safe play area outside the crèche available?

9. Whether adequate regular arrangement for supply of safe drinking water is available?
10. Whether kitchen facility is available? If yes, whether it is away from the activity area of children?
11. How arrangements are proposed to be made for crèche staff, security guard, etc for taking care of children and their safety?
12. What are the safety measures/firefighting arrangements?
13. Whether minimum essential equipment and play materials are available in sufficient quantity, proper quality and sound working/usable condition?
14. Is a SOP available for functioning of the crèche?