



**SAFDARJUNG
KOMAL KADAM**



**Crèche facility
SAFDARJUNG HOSPITAL**

STANDARD OPERATING PROCEDURE MANUAL

INTRODUCTION

Early years of life are period of most rapid growth and development. For ensuring this holistic growth and development SAFDARJUNG HOSPITAL pledges to provide a safe, secure and stimulating environment for children in Safdarjung hospital owns crèche facility for children of its employees and to be called as **"Safdarjung komal kadam"**.

OBJECTIVES

The operation and set up of **"Safdarjung Komal Kadam"** will be adhered to the national guidelines for setting up and running crèche facility under the maternity benefit act 2017 ensuring that the physical ,emotional , nutrional and developmental needs of childrens are met while their parents are engaged in hospital work or study.

SCOPE

This SOP applies to all crèche staff, parents and children using this crèche facility at Safdarjung hospital.

Crèche Operating hours

Weekdays (Monday – Friday)	08:30 AM - 04:30 PM
Saturday	08:30 AM - 02:30 PM

CLOSED on SUNDAY and all Public holidays.

Admission Procedure

Prerequisite

- Registration form forwarded from respective Head of Department to OIC crèche.
- Attested copy of Aadhar of the child.
- Attested copy of Safdarjung I D card.
- All the documents mentioned above should be submitted at the crèche office.
- List of admitted children will be reflected on notice board of crèche office and updated till 7th of every month.
- Age group of the child should be (6mn – 6yr).
- Monthly child care fee of Rs 3000 should be deposited in the A/C of MEDICAL SUPERINTENDENT SJH in account office.
- Admission of the child will be subject to screening by the crèche committee but preference to mother employee will be given.
- Keeping in mind the infrastructure , space and human resources available , our crèche can accommodate a maximum of 10 children.
- Parents/authorised guardian of the child should be regular employee of VMMC & SJH.

In case any parent does not send the child for a period of more than a month and also does not communicate in writing any justifiable reason for not sending the child to crèche even though care fee is paid , the committee shall take a view and cancel the admission of the child without any notice so that the seat is not unduly blocked.

Monthly care fee shall be paid in advance within first week of the month with submitting a copy of receipt in crèche office to the caretaker, in case the fee is not deposited by the end of the month, the admission of the child shall stand cancelled without notice.

Parents /guardian who are desirous of keeping their child occasionally for a day or two in case of exigencies, may keep their child in crèche. The guest child facility may be available on care fee of rs 200/- per child per day subject to availability of seats. The crèche supervisor has the authority to register a guest child for a single day subject to availability of seat and payment of the request fee in account office in account of medical superintendent Sjh.

NORMS AND STANDARDS to be followed in crèche: -

Crèche environment

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

Crèche equipment/Material:-

- Provision of equipment and material for learning, playing, personal hygiene, sleeping and medical aid.
- Furniture and play equipment provided at the crèche are appropriate to the age and number of children.
- All equipment are safe, sturdy with no sharp edges and easy to maintain.
- The specific requirements for furniture of children with special needs or disabilities will also be provided for.
- Materials and the equipment should be stored safely after the crèche is closed

Safety/protection at the crèche: -

- The crèche operation timings should be followed strictly.
- Special care to be taken to keep children safe and secure at the crèche.
- Entry card to be issued to the parents /authorised guardian.
- The staff should have full information about the child's identity.
- A "Drop and Pickup Register" shall be maintained by the staff and the signature of the respective employee shall be obtained in it and should be counter signed by the care taker.
- The number of visits of the employee to the crèche shall be restricted to lunch hours only. The details of the visits should be recorded in drop and pickup register.
- In order to ensure utmost security, each child shall be provided by an I D Card with his /her name and parent/employee name along with phone number and each employee shall be provided an I D card with his/her name and name of the child for easy identification which has to be produced at the time of drop and pick up.
- All sharp objects like scissors, knives, blades, pin etc's should always be kept away from the children.
- Chemicals such as detergents, cleaning agents, phenyl etc should be kept out of the child's reach.
- All the furniture and fixtures should be safe and sturdy.
- Toys should be child friendly, age appropriate, safe with no sharp edges.
- It is ensured that all electrical switches/plugs are out of children reach.
- There is no open wiring at any place near or inside crèche.
- Fire extinguishing equipment should be provided.
- Evacuation plan should be planned and displayed at the crèche.
- No child should be left alone at any point of time, even during breaks.
- Any kind of verbal or physical abuse should be strictly prohibited.
- Parents must ensure that children should not wear ornaments, jewellery articles or expensive accessories, crèche shall not be responsible for loss of any such items.
- **The Crèche staff has to ensure that no person, known or unknown be allowed inside crèche at any point of time, during the functioning hours of the crèche.**

Standard Practices

Health practices :-

- The crèche must all time be equipped with a basic first aid kit. It also should contain paediatric medicine for common ailments like fever, vomiting, cough cold etc.
- In case the child is undergoing a treatment, parent's authorization would be required to administer the medicine.
- For any medical emergency, parents should be informed immediately.
- Check the expiry date of medicine monthly and dispose the expired ones.
- Ensure each child must go through regular medical check-up monthly preferably on monthly basis by paediatrician.
- In case of emergency, the child should immediately be taken to paediatric emergency in NEB ER2.
- Parents should not send their kid to crèche during sickness in order to prevent spread of infection to other healthy or vulnerable children.
- Significant prior medical history of any kind of allergies should be mentioned before admission.

Nutrition Practices :-

- The meal for the kids shall be provided by the employees. The items like diapers, wipes, extra pair of clothes or inners shall be brought by the concerned employee.
- It shall ensure that the children are properly and hygienically fed at the proper time by the staffs concerned with the food provided by the parents of the child. Moreover, it shall be ensured that the food given to the child concerned is the prescribed food as instructed by the parent. However, the facility for heating the food shall be made available in the crèche.
- In either of the above cases, 3 meals should be served in a day which includes a morning snack, lunch and evening snack.
- Ensure that the children should get a well-balanced and nutritious diet.
- All hygiene procedures for storage /service to be strictly followed.
- Parents should not send junk food with their children to crèche.

Hygiene and Sanitation Practices:

Environment: -

- Adequate material for cleaning would be provided at the creche like soap, phenyl, disinfectants etc.
- Practice preventive measures such as sanitizing toys etc to minimize spread of germs.
- Label all the dustbins and keep them clean.
- If there is any identification of pest, the administrative staff should be immediately informed and pest control to be done promptly.
- Maintaining cleanliness of the toilets, dining area, activity area and all the surroundings especially corners.
- Use shoe rack for keeping children's shoes.
- Preferably, slippers should not be worn in the crèche.

Personal: -

- Personal cleanliness of the child should be maintained.
- Practice preventive measures such as washing hands, wiping nose, changing diapers to prevent the spread of germs.
- Check the diapers once the child come to crèche. If soiled, change the diaper.
- Throw the soiled diaper after wrapping it in newspaper/waste paper in the dustbin.
- The worker should wash hands after every diaper change.
- Always use gloves for potty cleaning.
- Every week check children nails. If the nails are long they should be trimmed or ask parents to do so.
- Place to spare slippers in front of toilets for children use.
- Worker hairs should be tied all the time while working at the crèche.
- Parent should send the child properly bathed, cleaned, comfortably dressed and an extra pair of clothes/ inners& diapers in their bag.

THE CRECHE UNIT

Human Resources: -

- All crèche staff must be females and regular employees of Safdarjung hospital preferably.
- All staff must receive quality cell training pertaining to Infection Control Practices and child abduction.
- They could have either receive this training before selection or such training should be ensured after selection.
- Appointment of the staff should be based on skills, knowledge and attitude.
- One + One (on standby) crèche supervisor/Sisters, one care taker/crèche worker, two helpers.
- One security guard to be appointed to ensure safety and security.
- One sanitation worker for maintaining cleanliness within and outside premises of crèche.

Roles and Responsibilities: -

Crèche Supervisor

A supervisor is the team leader. She should have the clear understandings of the objectives and should regularly monitor and appraise the skills of her team. She would be responsible for smooth functioning of the crèche. **Job**

Description: -

- Keep track of shortage of attendance, analyse reason and talk to parents.
- Regularly monitor weight, nutrition status, general health and growth parameters of the children.
- Motivate parents on the importance of health, hygiene, education.
- Effectively utilize and manage inventory and stocks And intend materials as needed.
- Follow and ensure following by the crèche staff, all protocols, quality norms and processes related to health, safety, cleanliness, nutrition and educational learning and growth monitoring.
- Maintain and keep in working order, all equipments, fixed assets and other material at the crèche.
- Ensure the maintenance of records – attendance of both staff and children, incident report, Crèche application forms and stock register.

Crèche worker/care taker: -

Crèche worker should play the role of warm and loving parent as well as teacher. She should attend to all the needs of the children. Training can further develop her child care skills, communication skills and update the knowledge of the worker.

Job Description: -

- Monitor the attendance of crèche children and bring into the notice of the supervisor.
- Organize and carry out age appropriate development activities.
- Feed meals and snacks as given by parents.
- Monitor growth and development and identify any specific ailments /abnormalities in children and bring into the notice of the supervisor.
- Administer medicine only when authorised by the parents.
- Keep the children clean, change wet nappies regularly, wipe nose etc.
- Keep the crèche area clean and crèche table well organised as per the system. And ensure a clean environment for the children.
- Follow systems for cleanliness before and after meal.
- Follow all laid out safety procedures for taking /handling over the children and quality of toys given to the children.

Crèche helper :-

She is required for cleaning and cooking and also to assist with care and play if required. She must receive appropriate training.

Job Description; -

- Keep the children clean, change wet nappies regularly, wipe nose etc.
- Keep the crèche area clean and crèche table well organised as per the system. And ensure a clean environment for the children.
- Follow systems for cleanliness before and after meal.
- Follow all laid out safety procedures for taking /handling over the children and quality of toys given to the children.
- Feed meals and snacks as given by parents.
- Work related to crèche given by crèche supervisor.

Monitoring and supervision

Crèche Administrative committee is formed for supervision and smooth running of the crèche and its composition is :-

1. Administrative head of the committee
2. Officer in charge crèche*+ one(standby) *
3. Crèche supervisor+ one (stand by)/sister in charge

*In the absence of both OICs, HOD department of paediatrics will take over.

Quarterly Meetings with parents to be ensured for the feedback and sharing the child progress.

Periodic meeting with crèche committee and proper documentation of the same.

- Crèche committee shall periodically review the function of crèche.
- Committee shall report to the administrative head for any guidance or advice.
- The committee shall conduct surprise visits to ensure that the norms are properly followed.
- The crèche supervisor must maintain the records and it shall be supervised by the crèche committee.
- The committee must ensure the quality cell training of crèche staff.