

Policy for Roscommon CCC Training/Events/Meetings/Visitors

Roscommon County Childcare Committee CLG (CCC) endeavour to provide the safest training/office environment possible to all training participants/visitors and Roscommon CCC staff at any of our training courses/events/meetings/support clinics/office visits. This policy/protocol is to act as a guidance for Roscommon CCC Staff and services/participants/clients booking into any of our events or attending our offices for meetings and/or one to one support. It may be amended/updated as required at short notice.

Booking a place on Roscommon CCC training Courses:

When participants are booking places on a course, they are asked to give an email & contact number so that Roscommon CCC can reach them directly, should any changes to training events be made. All personal Information shall be held and used in accordance with the EU General Data Protection Regulation 2016/679 ("GDPR") and national laws implementing GDPR and any legislation that replaces it in whole or in part and any other legislation relating to the protection of personal data. Data will be stored in line with [Roscommon CCC GDPR policy](#) and relevant certificate & reminders will be sent to the email address' given.

Payment & allocation of places on Roscommon CCC training courses:

Payment for some training organised by Roscommon CCC must be made PRIOR to the event. Roscommon CCC may prioritise places based on areas such as role in ELC/SAC service/certification expiry date/first come basis/capacity of venue (this is not an exhaustive list).

Once interest in the event is expressed by participants, Roscommon CCC will contact you to allocate a place, you will be sent a link to Roscommon CCC Eventbrite to complete the booking and payment of fee (if applicable) to ensure your place on the training is reserved.

NB: Places are not secure until the booking is completed on Eventbrite. Places will be re-allocated to the next person on the list where the booking is not completed on Eventbrite.

If you are allocated a training place and for any reason cannot attend, there will be no refund from Roscommon CCC where a fee payment is applicable. In prior consultation with Roscommon CCC another staff member may attend in your place and is at the discretion of Roscommon CCC.

In the event of training being cancelled:

Roscommon CCC reserves the right to postpone, cancel or alter courses without notice. In the event that Roscommon CCC may have to cancel a training day, participants will be informed, and an alternative date will be rescheduled. It is your responsibility as a participant to keep up to date on emails from Roscommon CCC in this regard.

Please note that Roscommon CCC are not liable for any expenses incurred by any participant associated with attending training delivered by Roscommon CCC.

Protocol during Roscommon CCC Training/Events/Office visits

- 1.** If training/event is in an external premises Roscommon CCC staff & participants should follow the guidelines of that premises in addition to any guidance from Roscommon CCC.
- 2.** If a participant has any of the signs or symptoms of COVID-19 or are generally unwell they must not attend training and/or our office premises. Roscommon CCC will transfer your name to a future course if possible or reschedule your meeting with us.
- 3.** The training/event/meeting/support clinic will in as far as possible commence on time to avoid congregation of participants on entry to the venue or room.
- 4.** Roscommon CCC are implementing measures in line with public health guidelines and may implement a small group/pod system whereby Roscommon CCC suggest that those assigned to a pod remain together during breaks. To do this we may reduce class sizes dependent on the size of the room and will conduct a risk assessment where appropriate and necessary.
- 5.** Prior to the commencement of training, you may be allocated to a pod which will be your practical exercises group for the duration of the training. Roscommon CCC may alter our practical exercises during training to reduce mixing of pods.
- 6.** There will be hand sanitisation available and regular handwashing is advised.
- 7.** Masks can be worn in line with public health guidance. Roscommon CCC recommend such practice and will have masks available if a participant/visitor requires one.
- 8.** Attendees/Visitors are required to bring their own pens and notebook for use during training/events/meetings
- 9.** Handouts will be emailed to participants in advance of training and participants are asked to print them off and bring their own individual copy to the training. Handouts are for participants only and should not be forwarded to others under any circumstances.
- 10.** It is the responsibility of everyone to ensure their own safety, you should speak with a Roscommon CCC representative if you have any concerns.
- 11.** We may at our discretion cancel planned training/workshops/meetings/support clinics at short notice
- 12.** Should a participant/visitor feel unwell during the training event/meeting/support clinic, they will be asked to isolate themselves from the training/meeting/event until they can go home/seek further medical advice. An area in the training room/office will be designated for isolation, keeping at least 2 metres away from the symptomatic person. A mask will be provided to the person presenting with symptoms if one is available. The participant should wear the mask if in a common

area with other people or while exiting the premises. Participant/Visitor should avoid touching people, surfaces, and objects. Person presenting with symptoms should cover their mouth and nose with the disposable tissue provided when they cough or sneeze and put the tissue in a waste bag provided. A risk assessment will be carried out by Roscommon CCC to further assess the situation should it be required.

13. We may carry out a risk assessment if deemed necessary and will make decisions based on health & safety in the best interest of all attendees included our staff team. Such decisions may only be made on the day of training/event/meeting/support clinic, and we ask everyone to understand if we must make difficult decisions and limit capacity at the time of delivery and/or discontinue the training/event/meeting/support clinic.

14. Roscommon CCC have a zero tolerance regarding aggression towards employees of our company. Our Unacceptable Behaviour & Aggression Policy is available as part of our Customer Charter & Complaint Process available at: <https://www.roscommonchildcare.ie/wp-content/uploads/2021/11/Roscommon-CCC-Customer-Charter-Client-Complaints-Procedure-V4.1.pdf>

For the purposes of training/visits/events/meetings the following Roscommon CCC documents/policies should be noted for reference and are available on our company website at www.roscommonchildcare.ie

-  Roscommon CCC Customer Charter & Complaint Process Roscommon County Childcare Committees including Unacceptable Behaviour & Aggression Policy.
-  Roscommon CCC Policy/Protocol for Training/Events/Meetings/Office Visits V2

Roscommon CCC request that all participants/visitors adhere to the above protocol & national guidance in place. Not every eventuality may be covered in the above protocol and in this regard, Roscommon CCC have the discretion to alter or change this protocol at short notice. We ask that our staff are treated with respect while we endeavour to keep everyone safe at our events.

If you are unhappy regarding a service Roscommon CCC has provided to you, please note below:

How to make a complaint:

- All complaints must be made in writing (email or letter) and must state clearly that a complaint is being made, the basis for the complaint and what follow up action is envisaged as a result of the complaint.
- For the purpose of the Freedom of Information Act, you should also state whether you require your complaint to be treated in a strictly confidential manner. Please also note that your complaint should be sent in the first instance by post to:

The County Childcare Coordinator/County Childcare Coordinator/Manager, Roscommon County Childcare Committee, Knock Road, Castlerea, Co. Roscommon

marked confidential and private or emailed to irene.cafferky@roscommonchildcare.ie marked confidential and private.

- Legitimate complaints will be dealt with impartially, sympathetically, and speedily and within the policy and regulations governing the Board.

Our full customer and complaint procedure is available on our company website at www.roscommonchildcare.ie

This Policy/Protocol may be revised/amended at the discretion of the company and in line with best practice.

Version Control & Revision History

Version Number	Description	Date	Author
V2.1	Roscommon CCC Policy Protocol for Training/Events/Meetings/Office Visits	20/04/2022	Irene Cafferky
V2	Roscommon CCC Policy Protocol for Training/Events	21/02/2022	Irene Cafferky
V1	Roscommon CCC Policy Protocol for Training/Events	2021	Irene Cafferky

Irene Cafferky

Irene Cafferky, County Childcare Coordinator/Manager, Roscommon CCC on behalf of the Board of Directors of Roscommon CCC CLG