



## *Policies & Procedures*

**Please read this document as it contains important information on how your child will be supervised in our care.**

**If you have any questions relating to this document please contact:**

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## **Site Security**

- Staff should be vigilant at all times and be aware that members of public could get onto site.
- Doors to the kids club will be locked during play-scheme times to ensure safety of children.
- Registers are taken in the morning and after lunch. All staff members should be aware of how many children are in their group.
- Kids Inc uniform must be worn at all time, unless stated by the manager.
- Parents must sign children in and out of Kids Inc. Any changes to 'pick up' names must be phoned through during the day, where they will be given a password.

## **Hazardous Areas**

- Children should be made aware of hazardous areas on the first day of the scheme. These areas will be out of bounds for their safety

## **Craft Room**

- Before using any materials or equipment, children must be made aware of the safety rules. E.g. running with scissors, and putting small items or pen lids in mouths.
- All equipment should be stored neatly to prevent accidents.
- Staff should encourage children to be responsible for tidying the room after their session.

## **Tennis Courts**

- Courts must be checked for dangerous items each morning, these should be removed.
- Any safety checks should be carried out by a manager.

## **Walking In the Hotel Grounds**

- Children must walk in partners to ensure no child wanders off.
- Children must be made aware of any hazardous areas such as pools and steps.
- 2 members of staff must walk with children at all times, 1 in front and 1 behind to ensure all children are kept together.
- Children and staff must respect hotel guests by keeping noise to a minimum whilst walking in the hotel grounds.

## **Sports Activities**

- Staff should speak to children before each activity to make them aware of possible injuries occurring during that activity, and take steps to avoid them.
- When playing batting games – all children should be kept at a safe distance away from the child batting.
- All equipment used should be age appropriate.

## **Equipment**

- All equipment must be stored in an enclosed area, where children will have no access.
- Equipment must be checked regularly for broken or damaged items which may be dangerous.
- All equipment should be used for its correct purpose.

## **Cleaning**

- Staff should wear gloves for all cleaning duties.
- Cleaning equipment must be kept out of reach of children.

## **Toilets**

- Children should be encouraged to go to the toilet between activities to prevent games being interrupted, and for their safety.
- Children should be reminded to flush the toilet and wash their hands after each use.

## **Lunchboxes**

- Children should have their name clearly displayed on their lunchbox.
- It is recommended that an Ice pack is placed in the lunchbox to keep food chilled.
- Fresh water is available throughout the day for children from our water dispenser.

## **General Staff Behaviour**

- Staff should stay with their group at all times unless told otherwise by their manager.
- No mobile phones should be used whilst supervising children.
- Staff should never give piggy backs, pick children up, play-fight or behave in any way which may injure a child.

## **Special Needs**

- Kids Inc will make spaces available to children with special needs where possible.
- Parents will need to declare on the booking form any special needs that their children may have. This will help us assess whether the scheme is appropriate for their child.

## **Behaviour Management**

- Kids Inc promotes a positive approach to manage children's behaviour.
- The team will have daily meetings where it will be possible for Play Leaders to raise issues about behaviour.
- Play Leaders will set promises (ground rules) on the first day of the scheme through discussions with children.
- Unacceptable behaviour will be considered bullying, anything physical (kicking, scratching, biting etc), swearing, racism, stealing or anything disrespectful to children or staff.

- Positive behaviour will be encouraged through –  
Staff setting a good example  
Discussion and negotiation  
Helping children understand the effects that their behaviour has on others.  
Rewarding children for positive behaviour through praise and encouragement and giving out certificates.  
Helping children to challenge bullying

## **Physical Punishment and Intervention**

- Physical punishment must not be used under any circumstances
- Physical intervention must only be used only be used when deemed appropriate i.e. to prevent a child from having an accident or to prevent injury to others.
- Any use of physical intervention must be recorded in the incident book. Names of all those involved, witnesses and details of incident must be recorded.
- The report should be signed off by the Play Leader and then shared with the parents as soon as possible. Parents should be asked to countersign the report to show that they have witnessed it and are aware of the reasons for the incident.

## **Discipline**

- The child will be given a verbal warning, this will be written in the incident book and the child will be made aware of this.
- After 2<sup>nd</sup> verbal warning, parents will be informed
- The child will be excluded for one day.
- Permanent exclusion.

## **Medical Details**

- Staff will be made aware of any medical conditions, allergies, asthma or any medication. Details will be kept on the register.
- The team will work alongside parents of children with special needs or uncommon medical conditions to ensure they get as much enjoyment as possible during their time at Kids Inc.
- The above will include children with ADHD

## **Medication**

- Parents will need to declare on the booking form if their child is on any medication.
- Managers will speak with parents and put any information on the medical register.
- Parents must sign a medication form agreeing for their child to have medication on site.
- All medication is to be kept by the manager preferably locked away.
- In the event of a child needing to go to hospital, the parent will be contacted. Permission for medical authorities to carry out any emergency treatment must be given on the booking form prior to attending the scheme.

## **Accidents**

- All accidents must be recorded in the accident book and reported to the manager.
- All information must be filled in accurately and clearly.
- All entries must be countersigned by the manager and parents.

## **Sickness**

- Parents must inform the staff if their child has an illness which may be contagious to others.
- If possible children should not attend the play scheme if they are knowingly unwell.
- Any child who is feeling unwell will be taken to a quiet area inside and made to feel as comfortable as possible.
- Parents should be contacted to collect the child if necessary.
- If a parent can not be contacted after trying all the emergency numbers, the child should stay on site until the end of the day.

## **Smoking**

- All sites operate a strict no smoking policy.

## **Child Protection**

- Staff are responsible for reporting and changes they may see in a child including the following:

*Changes in behaviour*

*Unexplained bruising or marks*

*Deterioration of a temperament*

*Any comments that children make that*

## **Staff Behaviour**

- Staff must behave in a professional manner at all times when dealing with children.
- Staff must be discouraged from showing any forms of affection towards children including hugging, sitting on laps, cuddling.
- Staff should never be left on a 1:1 basis with a child at any time.
- If a member of staff notices any unusual behaviour in any of their colleagues they must report it at once to the manager.

## **Allegations Made Against Members of Staff**

- The manager should be informed immediately.
- The member of staff will be removed from the site pending an investigation.
- If allegations prove false, the member of staff will be reinstated.
- If allegations are upheld the member of staff will be dismissed and if necessary the police will be informed.
- All matters will be clearly explained to parents and staff involved.

## **Complaints**

- All complaints from parents, staff and children must be recorded in the incident book as soon as possible.
- Complaints should be reported to the manager who will decide the appropriate course of action.
- All complaints will be dealt with sensitively in partnership with the person making the complaint, to come to a mutual and satisfactory outcome

## **Equal Opportunities**

- Kids Inc recognises and will reflect the diverse needs of today's children in its programme.
- We will listen to children's likes and dislikes and provide activities based on this.
- Staff speak a range of languages including, English, Spanish, German, French and Arabic. Children may speak in whichever language they prefer.

## **Positive Attitudes and Self Esteem**

- All play-scheme staff and children should value and respect each other.
- Staff should be friendly and positive towards children at all times.
- Positive behaviour is rewarded with praise and certificates.

## **Child Safety During The Summer.**

- Parents are required to apply good quality sun block to their child before coming to the play scheme.
- Sun block must also be available for them to use throughout the day if required.
- Children will not spend any longer than 1 hour 30 minutes in the sun at any time.
- If any child shows signs of redness or sun exposure they will be moved to the shaded area or taken inside the club.
- Water is available throughout the day and children must be encouraged to drink at regular intervals to ensure hydration.
- Children must have suitable clothing and footwear to play sports and play outdoors.
- We strongly advise children wear sun hats when outside to protect them.
- Parents not following these suggestions will prevent their child from participation in some activities.

