

### **Admissions Policy**

Bear Pak club is open to any child aged 3 to 12 years. The parent/carer must complete and sign the child registration form confirming that they have read and understood the policies and procedures outlined to them during registration and available to view at all times during club opening hours. By signing this, parents/carers agree to abide by the terms and conditions of the club prior to the child attending. Parents/carers must inform the club of any changes to the information provided.

Parents/carers must give one month's notice in writing to the Person in Charge of the club when they wish to terminate their contract with Bear Pak.

All children and adults are treated with equal concern and respect. No child will be discriminated against on the grounds of race, colour, ethnic or national origin, religious beliefs, disability or any other matter to do with the club.

In order to ensure fairness in the allocation of places, while available places exist, these will be allocated on a first-come first offer basis. If the club is over-subscribed, a waiting list will be kept and administered by the Person in Charge.

Places can be reserved in advance in order to secure placements and payment is required on booking.

Fees must be paid in advance of a child attending the club and are non refundable. Payments can be made by cheque, standing order, cash, bank transfer or childcare vouchers. If children are absent, the session cost will still be applied in order to cover our operating costs in holding that child's place. If a parent chooses to terminate their child's place at Bear Pak, one month's notice must be given.

Bear Pak reserve the right to refuse admission to, or terminate a contract with parents of any child whose behaviour, in our opinion, is not in the best interest of other children's health and safety. (This course of action would only be implemented once our agreed procedures for addressing unacceptable behaviour have been exhausted).

## **Anti Bullying Policy**

Bear Pak is committed to providing an environment that is safe, friendly and caring for all. Bullying of any type will not be tolerated in the club. This policy relates to all staff, children and parents/carers linked to the club.

### **Bullying is defined as:**

*'the wilful, conscious desire to hurt, control, threaten or frighten someone. It is when someone or several people, repeatedly over a period of time, do or say unpleasant things to another person or group of people, or keep teasing them in an unwanted way.'* ( Bullies out: <http://www.bulliesout.com/index.php?page=pro1> Accessed September 2014)

### **Bullying can include:**

- ⤴ Physical pushing, kicking, hitting, punching etc.
- ⤴ Name calling, sarcasm, spreading rumours, persistent teasing and emotional torment through ridicule, humiliation and the continual ignoring of individuals.
- ⤴ Racial taunts, graffiti, gestures, sectarianism
- ⤴ Sexual comments and/or suggestions
- ⤴ Unwanted physical contact

( NSPCC:

[http://www.nspcc.org.uk/inform/cpsu/helpandadvice/organisations/childprotection/anti\\_bullying\\_guidance\\_young\\_people\\_wdf75939.pdf](http://www.nspcc.org.uk/inform/cpsu/helpandadvice/organisations/childprotection/anti_bullying_guidance_young_people_wdf75939.pdf) Accessed September 2014)

Bullying is not an acceptable behaviour at the club. Anyone found to be bullying will be dealt with in an appropriate manner, in line with our behaviour policy, child protection policy and any other relevant policies.

Disclosures of bullying or changes in behaviour suggest that a child is being bullied will be dealt in the following way:

- ⤴ The child will be comforted and encouraged to explain what has happened.
- ⤴ The Person in Charge will investigate the matter in a sensitive manner (see confidentiality policy).
- ⤴ Relevant records will be kept (in the incident book).
- ⤴ Where the bullying is perpetrated by another child, the Person in Charge and Responsible Individual will work in partnership with the child and their parents (where appropriate) to find a positive way forward.
- ⤴ Following the investigation, the club's behaviour management policy may be implemented if deemed appropriate.

Opportunities for discussion, information and resources on the subject of bullying will be used as an integral part of the club's programme. Specific instances may also trigger discreet activities on the subject in order to raise children's awareness.

Club staff will be encouraged to attend relevant training wherever possible. While petty 'tale telling' is not desirable, genuine 'whistle blowing' on anti-bullying and other unacceptable behaviour will be acted on promptly. Allegations of bullying by staff will be investigated immediately and the issue dealt with in accordance with the disciplinary procedure.

## Arrival and Collection of Children Policy

### **Arrival:**

- Parents must notify the Person in Charge to make any extra booking or to inform them of non-attendance of their child.
- During term time, the infant children will be collected from their classrooms at the end of the school day by the appropriate number of club staff and safely escorted to the club premises. The junior children will make their own way to the designated area of the school at the end of the school day.
- The school teachers and children will know the club staff or individuals acting as escorts. All club staff/escorts will be wearing a uniform with the BearPak logo and will have read and signed the club's escort agreement. In all circumstances, the escorts will have relevant checks carried out.
- Children attending schools which are not within walking distance of Bear Pak will be collected by our Bear Pak MPV, staff cars or taxi. At all times, all vehicles will have appropriate insurance, safety seats and fit for use. Children will not be left alone in any vehicle at any time. If taxis are needed, a reputable firm will be used where staff have adequate background checks and DBS clearances.
- On arrival, all children and staff will be required to wash their hands for 20-30 seconds using antibacterial soap or sanitise their hands using the available antibacterial hand sanitiser. Hand sanitising stations are set up on entry to the building, and throughout the building.

### **Collection:**

- Parents must collect their children by 6.30pm at the latest.
- Parents must give the names of all persons authorised to collect their child on the registration form. Only persons named on this form will be able to take the child from the club, unless prior arrangements have been made between parents and the club where a password system will be reinforced. Bear Pak also reserves the right to make additional checks to those collecting the child if considered appropriate during exceptional circumstances.
- Under no circumstance will a child be released to an unknown person.
- It is the responsibility of the parent/guardian to ensure that any changes to the named individuals who can collect their child are communicated to the Person in Charge.
- The person collecting the child must approach a member of the club staff so that staff know who is being collected, and by whom, and can sign the children out.
- Daily attendance records are updated promptly with the time children are collected.
- If a parent/carer is late collecting their child, the club reserves the right to make an additional charge of £2.00 for every 5 minutes late up until a 30 minute point where the charge is £15.00 and £2.00 thereafter for every 5 minutes after 30 minutes of lateness. This is to cover wages of staff who will be required to remain with the child/ren until they are collected.
- In the case of a parent/carer failing to collect the child, the Person in Charge will call the named contacts (including emergency contacts) to come to the club to take the child home. In the event of no contact being made after 30 minutes, the Person in Charge contacts the Duty Officer at Social Services to advise them of the situation and take their advice on further action. (Please see our uncollected child policy)
- No child will ever be left unsupervised because a parent/carer has failed to collect them.
- If there are any concerns when a child is collected that to hand over the child may be placing the child at some risk, the Person in Charge will speak to the parent/carer and do what is reasonable in the circumstances to safeguard the child's welfare. This may include asking the parent/carer whether another named contact is available to come and collect the child. In certain circumstances, the Person in Charge may inform the parent/carer that following handover, they will call the Social Services Duty Officer and the club's Child Protection Policy may be implemented.
- In line with COVID-19 and social distancing guidelines, parents will be required to call the Bear Pak number on arrival to collect their child/children, maintaining a minimum 2meter distance in order to minimise the risk of transmission. This will be updated accordingly in line with any changes to regulations.

## **Behaviour Policy**

All children who attend the club have a right to play and enjoy their activities without feeling intimidated, harassed, or be subject to verbal or physical abuse.

We believe that children have a right to feel safe and secure in our care and we promote positive behaviour which encourages individuals to respect one another in the following ways:

Encouraging all children to agree what types of behaviour are acceptable and what is unacceptable. This agreed code of behaviour will be displayed in the club and reviewed when necessary. This code of behaviour will be included as part of the induction process for new children and staff.

- Good behaviour will always be praised by staff.
- Children will be encouraged to talk through their feelings rather than resort to unacceptable behaviour.
- Discussing openly with children any issues so that they can develop their understanding of acceptable and unacceptable behaviour.
- Unacceptable behaviour will be dealt with as positively as possible with reasons being explained to the child involved.
- Staff will act as positive role models at all times.

The following behaviour will not be tolerated in this club;

- \* Bullying (refer to anti bullying policy)
- \* Harassment
- \* Intimidation
- \* Behaviour that is likely to lead to health and safety of others being compromised.

In instances of unacceptable behaviour, the following steps will apply:

The incident will be discussed privately with the child, in an appropriate way and taking full account of the child's level of understanding and he/she will be encouraged to resolve any conflict with any other child/ren involved.

We will gauge appropriate behaviour by the individual child's age, level of understanding and specific needs. Children who have recognised behavioural difficulties will be given extra support in the club to help them manage their own behaviour. We recognise that there may be special circumstances which might affect a child's behaviour and we will deal with this appropriately.

Details of more serious breaches are recorded on an incident form and the parent/carer informed of the incident and any action taken on the day it occurred.

Staff do not use any form of physical intervention unless it is necessary to prevent personal injury to the child, other children, an adult or serious damage to property.

If a child continually endangers health, safety or welfare of the other children or staff, a letter will be sent to the parent/carer.

If the unacceptable behaviour persists, the parent/carer will receive a letter warning that if the unacceptable behaviour continues, there is a risk that the child may be excluded from attending the club.

Should the unacceptable behaviour continue, the child will be excluded. This will firstly be discussed between the Person in Charge and the parents/carers. Conditions may be put in place so that the child may return to club.

The child is kept informed of each stage of this process as relevant and appropriate to age and understanding.

In the event that a child commits an action of such seriousness, management at Bear Pak reserve the right to exclude that child immediately and their parents/carers will be contacted. Parents/carers have a right to appeal in the first instance using the club's complaints policy and procedure.

This policy will be kept under active review and any revisions will be notified to parents/carers and CIW within 28 days as appropriate.

### **Child Induction Policy**

- Children with their parents/carers are welcome to visit the club before they start.
- Bear Pak staff welcome questions from parents/carers and children.
- A 'Statement of Purpose' about the club is available on request.
- Bear Pak's Policy and Procedures file is available on site.
- The club aims to help new children settle in quickly and find out their likes and dislikes.
- Children can play freely or join in other activities on offer.
- The needs of the individual child will be respected.
- We will help new children get to know other children and staff.
- The Person in Charge will arrange a guided tour of the club and explain the club's routines such as snacks, outdoor play, emergency/fire drills code of behaviour and any other relevant information.

## **Child Protection Policy**

'Children have the right to be properly cared for and protected from violence, abuse and neglect by their parents and anyone looking after them. (Article 19- U N Convention on the rights of the child).

In Wales, this is further underpinned by the Rights of Children and Young Persons (Wales) Measure, 2011.

As an organisation working with children, the club has a responsibility to safeguard and promote children's welfare and protect them from harm. The child's welfare is always the paramount consideration and the protection of the child is the club staff and registered individual's first priority.

This policy has been developed in line with the;-

- All Wales Child Protection Procedures 2008 ([www.awcpp.org.uk](http://www.awcpp.org.uk))
- Safeguarding Children: Working Together Under the Children Act 2004 (<http://wales.gov.uk/topics/childrenyoungpeople/publications/safeguardingunder2004act/?lang=en> )
- National Minimum Standards for Regulated Childcare 2012 (<http://wales.gov.uk/docs/dhss/publications/120309regchildcareen.pdf> )

The Local Authority is the prime authority for dealing with child protection investigations, although concerns may be reported to a police officer of the National Society for the Prevention of Cruelty to Children (NSPCC)

The club takes steps to protect children by:

- Maintaining a child centred ethos in the club.
- Having a robust staff and volunteer recruitment procedure (this includes maintaining current enhanced DBS disclosures and where relevant, Independent Safeguarding Authority (ISA) checks, referring to <http://www.isa.homeoffice.gov.uk/> for up to date information requirements) and checks on fitness references and qualifications in line with relevant childcare regulations.
- Having an awareness of The Protection of Children Act 1999: A practical guide to the Act for all organisations working with children, which relates to the Government's aim of establishing a framework of a coherent cross-sector scheme for identifying those people to be unsuitable to work with children.
- Having robust procedures for staff, students, visitors and volunteers.
- Ensuring no student, volunteer or visitor is left unsupervised at any time and that a record of their attendance – including dates and times- is kept.
- Ensuring all staff are trained in child protection procedures (this includes recognition of signs of abuse)
- Maintaining appropriate staff: children ratios for the supervision of children (in line with or exceeding regulatory requirements).
- Implementing and maintaining a current risk assessment of all activity in the club and ensuring adequate insurance cover is provided.
- Designating a suitable child protection officer – Laura Williams who acts on behalf of the club in any child protection matters or in her absence, Samantha Thomas.
- Informing all parents/carers of the child protection policy and procedures (including relevant contact numbers) as each family starts to use the club.

### **The Procedure**

There are two routes:

Route 1: A disclosure about a child.

Route 2: A disclosure about professional abuse.

#### **Route 1:**

*In the event of a member of staff having concern/suspicion that a child has suffered abuse/neglect or if someone tells a member of staff that they or another child or young person is being abused/suffering from neglect:*

The member of staff acts without delay (and as appropriate to the age/stage of the individual child):

- Shows that they have heard what they are being told and that they take the allegations seriously.

- Encourages the child to talk but does not prompt or ask leading questions.
- Avoids making the child tell their story several times to different people.
- Explains what actions they must take (using agreed procedures).
- Does not promise to keep what they have been told a secret or confidential but explains that they will share the information only on a 'need to know' basis.

The member of staff:

- Writes down, using the exact words what they have been told and/or seen – this is done without delay and within 24 hours.
- Makes a note of the date, time, place and people present in the discussion.
- Does not confront the alleged abuser.
- Reports the concerns to the Responsible Individual Laura Williams or in her absence, Samantha Thomas without delay.
- The written record is passed to the Responsible Individual and kept safely and confidentially.

All concerns will be reported immediately to the Duty Social Worker by Laura Williams or Samantha Thomas.

The need to seek advice should never delay any emergency action needed to protect a child.

**Route 2:**

*If the behaviour of a colleague, adult (including members of the public) towards children or young people causes concern:*

It is important to differentiate between cases involving issues such as poor professional practice and cases that give rise to child protection concerns (including cases involving abuse or trust). Whilst the former may be handled through disciplinary procedures or other avenues, child protection concerns should always be dealt with through local child protection procedures in line with this guidance and in particular, the guidance contained in chapter 8 (Dealing with Individual Cases). (Safeguarding children: Working Together to Safeguard Children under the Children Act 2004. 12.3).

- The procedure as above (route 1) is implemented and adapted as appropriate to the person who is making the disclosure.
- The member of staff is informed and written records of discussions and decisions made in line with the staff Disciplinary Policy and Procedure.
- The Managing Director considers the options for removal/suspensions without prejudice from the duty member of staff pending decisions made at the Strategy Discussion which is arranged by Social Services.
- The Managing Director informs CIW of any allegations of serious harm to a child committed by any person looking after children in the club or by any person living, working or employed on the premises or any abuse alleged to have taken place on the premises.

**Making a Referral (following route 1 or route 2)**

- A referral to Social Services is made as soon as a problem, suspicion or concern about a child becomes apparent, and at least within 24 hours.
- Outside office hours, referrals are made to the Social Services Emergency Duty Team or the police.
- The Duty Social Worker taking the referral is given as much of the following information as possible by the club's referrer:
  - The nature of the concerns
  - How and why those concerns have arisen
  - The full name, address and date of birth of the child
  - The names, addresses and dates of birth of family members, along with any other names which they use or are known by
  - The names and relationship of all those with parental responsibility, where known
  - Information on any other adults living in the household
  - Information relating to other professionals involved with the family, including the name of the child's school and GP
  - Any information held on the child's developmental needs and his/her parents/caregivers ability to respond to these needs within the context of the wider family environment
  - Any information affecting the safety of staff

Bear Pak's Managing Director holds responsibility to ensure that child protection concerns are taken seriously and followed through, remaining accountable for their role in the child protection process.

If they remain concerned about a child, they will re-refer the child and/or bring this to the immediate discussion of the Social Services Senior Manager with responsibility for child protection for the area.

### **Record Keeping**

- Bear Pak keeps accurate, concise and clear records in straightforward language to underpin good child protection practice.
- The club's arrangements for retention, storage and destruction of electronic and paper records of child protection matters meet the relevant regulations (including Data Protection Act 1998, day-care regulations, GDPR) and Social Services requirements.

The club's child protection records:

- Use clear, straightforward language
- Are signed, dated and timed
- Are concise, legible and comply with professional standards and requirements
- Are accurate in fact and distinguish between fact, opinion, judgement and hypothesis
- Are organised and include detailed recording and chronologies and summaries, including all contacts
- Are comprehensive
- Clearly record judgements made and actions and decisions taken
- Clarify where decisions have been taken jointly across agencies, or endorsed by the Managing Director
- Record both formal and informal supervision discussions
- Record directions given and agreements or disagreements made in consultation with Managing Director.
- Bear Pak's Managing Director attends any multi-agency meetings held (e.g. Strategy Discussion) and provides reports as necessary and appropriate.
- The Strategy Discussion considers risk associated with allegation and should determine whether or not a member of staff will be suspended from duty without prejudice.
- Decisions are recorded in writing.

### **Existing Injuries**

If a child enters our care with a pre-existing injury, the injury is recorded in our incident form and details of the injury and any treatment given explained to the parent on collection. Should the child's injury be recognised as children leave school, the teachers will be approached and asked about the details of the injury and if it was sustained during their time at school. Details of the information received will be added to the incident form. The parents are then asked to sign the form to acknowledge receipt of the information shared. Pre-existing injuries are monitored to ensure they do not get worse and that they do not cause the child discomfort.

### **Staff Training**

During induction, staff will be made aware of our child protection policy and the procedures to follow should they suspect a child is being abused. All staff are provided with adequate child protection training so they are kept updated of the signs and symptoms to look out for of a child who is being abused or neglected. As child protection regulations and procedures are updated, staff are made aware of these changes during our regular staff meetings. All training is updated before it is due to run out to ensure that staff are fully knowledgeable in the steps they need to take to protect children and keep them safe from harm.

### **Signs and symptoms of abuse :**

(The following signs may or may not be indicators that abuse has taken place, but the possibility should be considered. This list should be used as a guide only and any concerns should be raised in accordance with this policy.)

#### ***Signs of possible physical abuse***

- Any injuries not consistent with the explanation given for them
- Injuries which occur to the body in places which are not normally exposed to falls or rough games

- Injuries which have not received medical attention
- Reluctance to change for, or participate in, games or swimming
- Bruises, bites, burns and fractures, for example, which do not have an accidental explanation
- The child gives inconsistent accounts for the cause of injuries
- Frozen watchfulness

**Signs of possible sexual abuse**

- Any allegations made by a child concerning sexual abuse
- The child has an excessive preoccupation with sexual matters and inappropriate knowledge of adult sexual behaviour for their age, or regularly engages in sexual play inappropriate for their age
- Sexual activity through words, play or drawing
- Repeated urinary infections or unexplained stomach pains
- The child is sexually provocative or seductive with adults
- Inappropriate bed-sharing arrangements at home
- Severe sleep disturbances with fears, phobias, vivid dreams or nightmares which sometimes have overt or veiled sexual connotations
- Eating disorders such as anorexia or bulimia.

**Signs of possible emotional abuse**

- Depression, aggression, extreme anxiety, changes or regression in mood or behaviour, particularly where a child withdraws or becomes clingy
- Obsessions or phobias
- Sudden underachievement or lack of concentration
- Seeking adult attention and not mixing well with other children
- Sleep or speech disorders not medically explained
- Negative statements about self
- Highly aggressive or cruel to others
- Extreme shyness or passivity
- Running away, stealing and lying

**Signs of possible neglect**

- Dirty skin, body smells, unwashed, uncombed hair and untreated lice
- Clothing that is dirty, too big or small, or inappropriate for weather conditions
- Frequently left unsupervised or alone
- Frequent diarrhoea
- Frequent tiredness
- Untreated illnesses, infected cuts or physical complaints which the carer does not respond to
- Frequently hungry
- Overeating junk food

**Signs of Radicalisation**

If someone is at risk of being radicalised they might:

- talk positively about dangerous groups or people who promote hate, or make it seem like these groups are OK
- spend time with people or on websites that promote violence, hate, racism, homophobia or islamophobia
- become secretive and not want to talk to anyone about where they spend time or what they're doing online
- refuse to talk to people from a certain country or who have a different sexuality or belief
- be rude, aggressive or violent towards a particular group of people, for example, Jewish, Muslim or gay people or someone who supports a certain political party

(information taken from childline.org 13/3/18)

**Further Information**

Each local authority in Wales has a Local Safeguarding Children Board which coordinates what is done by its members to safeguard and promote the welfare of children in the area of the authority. Each Local Safeguarding Children Board (LSCB) has a co-ordinator. Their details are listed at:

<http://wales.gov.uk/topics/childrenyoungpeople/health/protection/lscb/contact/?lang=eng> (Accessed October 2014)

Vale of Glamorgan Social Services Childcare team: **01446 725202** (8.30am-5.30pm Monday to Thursday and 8.30am-4.30pm Friday)  
Haydock House  
Holton Road Barry

Our of Hours Emergency Duty Team: **02920 788570** (During weekends, evenings and Bank Holidays)

Alternatively the police can be contacts on: **02920 222111** and ask for the local police station.

### **Children's Complaints Policy and Procedure**

**It is important that you enjoy coming to the club, that you have fun and that you feel safe here.**

**We want you to tell us about the things that matter to you in the club. Your opinions are very important to us and we will deal with your concerns as quickly as we can and tell you about anything we need to do.**

You have a right to tell us if you think we could do some things better or if you think you are not happy at the club. You can tell us or use the children's complaints form, which you can get from the club staff.

#### **Children's Complaints Policy and Procedure:**

- Fill in the form and put it in the suggestions box located by the parent's notice board or give to the Person in Charge
- The suggestion box is emptied daily so we will look at your comments right away.
- We will answer your comments by speaking to you in private within 7 days to tell you about what we intend to do. There may be some things we may need to discuss with your parents/carers or other people who use the club. We do this only if we have to and we will always let you know first.
- We have 14 days to sort out the problem and let you know the result. (If it is likely to take longer, we will let you know. Bear Pak keeps a record of all complaints and actions taken. They are kept safely and shared only with people who may see them for legal reasons.)
- If you are not happy about our decisions, or if you think they are wrong, you can send your complaint to Care and Social Services Inspectorate Wales (CIW). We suggest that you speak to your parents/carers about this.

#### **CIW Contact Details**

**Address:** CIW, Welsh Government  
Rhyd – Y – Car Business Park  
Merthyr Tydfil  
CF48 1UZ

**Telephone Number:** 03007900126

**E-mail:** ciw@gov.wales

### **Children's Participation Policy**

Children who are capable of forming their own views have the right to express those views freely in all matters affecting the child, the views of the child being given due weight in accordance with the age and maturity of the child. (Article 12, UN Convention on the Rights of the Child)

'Participation means that it is my right to be involved in making decisions, planning and reviewing any action that might affect me. Having a voice, having a choice' (National Children and Young People's Participation Standards)

In Wales, children's rights are also supported by the Rights of Children and Young Person's (Wales) Measure 2011.

At the club, we believe participation should be at the heart of everything we do. We recognise that being listened to and heard, and being involved in decisions will help create a sense of ownership and increase self-esteem in children.

We are committed to providing a club where children can participate fully in all aspects of the club. As a result the club will:-

- Provide all children with enough information to get involved. We will make sure that this information is given in a way that is understandable to children at the club.
- Let children decide for themselves if they want to be involved in any activities and decide what they want to do.
- Challenge any discrimination.
- Treat all children with respect. We will listen to what children say to us.
- Work in ways that will help children to get involved, if that is what they want.
- Give children feedback on the things they have talked to us about. This feedback will be in a way that is understandable for all children at the club.
- Work with the children at our club to improve how we work.
- Recognise that children also have the right to not participate if that is their choice.

Activities available to children will be planned in advance in relation to the Foundation Phase framework and National Curriculum. A copy of the weekly planning is available on our noticeboard. Typical activities include arts and crafts, cookery, sports, scientific experiments, outdoor play, messy play, gardening and ICT. All activities are risk assessed and planned in accordance to children's individual needs.

## **Complaints Policy and Procedure**

Bear Pak celebrates achievements and success and looks for ways to improve the service for families and its' staff. The club welcomes suggestions and constructive criticism from parents/carers, staff and children to help us maintain a high quality provision.

Share your concerns and suggestions by:

- Speaking to the Person in Charge – if you prefer to do this outside of normal club hours and in confidence, please arrange a convenient time.
- Writing and placing a suggestion in the suggestion box which can be found by the parents' noticeboard.

The club feeds back any action taken in response to suggestions, comments and concerns either verbally, in writing or when appropriate by placing a notice on the notice board about any changes made to operations as a result.

From time to time, a parent/carer, child (or local authority arranging care for a child in the club) or member of staff may find it necessary to make a complaint. Bear Pak's policy is to respond to and resolve complaints quickly, effectively and where possible in a positive and informal manner. At all times, the welfare of the child is safeguarded and promoted and their ascertainable wishes and feelings will be taken into account. All staff at the club are familiar with the complaints policy and procedure and confidentiality is maintained at all times.

### **In the event of a complaint:**

In all cases, complaints should be made in writing and addressed to Bear Pak's Person in Charge **Samantha Thomas** or in her absence, it can be escalated to Laura Williams. Samantha and Laura are designated to investigate and resolve any complaints.

Samantha Thomas  
Trinity Methodist Church  
Woodland Place  
Penarth  
Vale of Glamorgan  
CF64 2EX

Tel: 07714509120

Email: [bearpak@hotmail.co.uk](mailto:bearpak@hotmail.co.uk)

If an allegation is being made against a member of staff, the All Wales Child Protection Procedures are followed. Please see our Child Protection Policy for further details. If you feel the complaint needs to be escalated, this can be done in writing and addressed to Laura Williams (Responsible Individual) at the above address (07702873067)

At any time during the process of your complaint being resolved, you have the right to inform CIW or, where relevant, the local authority which has arranged for the care of a child at the club.

CIW  
Welsh Government,  
Rhydycar Business Park  
Merthyr Tydfil  
CF48 1UZ  
Telephone: 03007900126

Email: [ciw@gov.wales](mailto:ciw@gov.wales)

CIW may ask you to follow up a verbal complaint in writing.

### **The role of CIW in the complaints process:**

CIW is happy to receive information about any social care service, but is not a complaints agency and has

no statutory powers to investigate individual complaints between people and their service providers. They cannot make judgements on behalf of people or decide who is right or wrong.

When CIW receives information about a service, they will consider it and inform the complainant. They will take one of the following actions:

- Undertake an inspection of the service within an identified timescale (a copy of the focus inspection report is sent to the complainant).
- Consider the information within the next planned inspection of the service.
- Advise the complainant to contact an identified agency.
- Refer to the complainant to the service about which the complaint was made for resolution under their own complaints procedure.
- Advise the complainant that their information has been recorded and that there is no further action required from CIW.

See also: [www.ciw.org.uk](http://www.ciw.org.uk)

### **Stage 1: Local resolution of a complaint (complaints resolved by Bear Pak within 14 days)**

- Your complaint is acknowledged within 4 working days.
- The complaint is investigated by the Person in Charge which may involve:
- Making arrangements for a meeting with all the relevant parties to discuss the issues, when it is appropriate and with your agreement.
- Advising you about the availability of advocacy to assist you during the procedure.
- A written record is made of the investigation, any discussion (including any witness statements) and any decisions or agreements made at any meeting.
- You are sent a letter within 14 days of receipt of your complaint telling you that your complaint has been resolved and any action that has been taken as a result.
- In certain circumstances, with your agreement, the 14 days can be extended for a further 14 days.
- You are also advised that if you are unhappy with this process or the outcome of the complaint, you can contact CIW.
- Bear Pak holds a written record of outcomes of the investigation and any action taken. A copy of the complaint record is kept for the club's records and a summary is made available for CIW at their request.

### **Stage 2: Formal consideration of a complaint**

- If you are unhappy with the outcome of the investigation and the decision made by the Person in Charge:
- You can appeal in writing to Bear Pak's chair of board of directors, Laura Williams. Laura can be contacted at 07702873067.
- The complaint will be re-investigated and a decision made within the next 35 working days from the request for formal consideration.
- The outcomes of a formal consideration are confirmed in writing by Laura to you (the complainant) and summarise the nature and substance of the complaint, the conclusions and the action to be taken as a result. The time limit may be extended with your agreement.
- The decision of the Chair of the Board of Directors is final.

### **Complaints subject to concurrent consideration:**

A complaint may be part of another, wider investigation such as child protection, or a staff disciplinary process. In these circumstances, or where a complaint relates to any of the following matters:

- About which the complainant has stated in writing that they intend to take legal proceedings or
- Bear Pak is taking or proposing to take disciplinary proceedings or
- Bear Pak has been notified that an investigation is being conducted by any person or body in contemplation of criminal proceedings.

Bear Pak's Responsible Individual, Laura Williams, in consultation with the complainant and any other relevant agency will decide how the complaint will be handled. Bear Pak may decide to discontinue investigating a complaint subject to concurrent consideration if it appears that to continue, would compromise or prejudice the handling of a wider investigation. In which case, Laura will inform the complainant of the decision to discontinue. However, the investigation can resume at any time.

**At all times, during any complaint investigation, the club places safeguarding and protection of**

**children as their highest priority.**

### **Confidentiality Policy**

At all times, the safety and well-being of the child will be of paramount importance. Please see also the child protection policy, media policy and data protection policy.

Our work with children and families brings us into contact with confidential information. This may include useful contact information about the child and the child's family.

We will respect confidentiality by working in accordance with the National Minimum Standards and Child Minding and Day Care (Wales) in the following ways:

- All personal information about children, families and staff are kept securely in accordance with the Data Protection Act 1998 and GDPR guidelines. They will be stored in a locked filing cabinet with only the managers having access to it.
- Parents/carers can request access to records about their own children but will not have access to information about any other children. However, this request may be denied should it affect the safety or well-being of the child or interfere with child protection investigations.
- All records about accidents/incidents are recorded separately and filed separately. The accidents/incidents will be dated, state how the accident/incident occurred, any action taken and by whom. Staff will sign the accident/incident form and parents will be informed on collection of the child. Parents will then be asked to sign to say they have understood and accepted the accident/incident and the action taken.
- Parent's permission will be sought before photographs and videos are taken of the children in accordance with the media policy.
- Any anxieties/evidence relating to a child's personal safety are kept confidential and in accordance with the child protection policy and procedure – All Wales Child Protection Procedures are followed in such cases.
- Staff will not discuss individual children with others outside of the club and information is shared internally on a need to know basis.
- No one at the club will disclose private information, regarding employees, parents of children etc. If unsure of the nature of any request then the matter is referred to Laura Williams who holds responsibility for data protection at the club.
- Issues to do with the employment of staff, whether paid or unpaid remain confidential to the people directly involved with making personnel decisions. Staff can access their own files on request.
- All staff, management, volunteers/students sign that they have read, accepted and implemented this policy. The person in charge ensures that this policy is reinforced within the club.
- Any breach of confidentiality is investigated immediately and the issue dealt with in accordance with the disciplinary procedure.
- Children's and staff details will be stored confidentially for 3 years after the last date of attendance unless our insurance agreement changes and requires us to keep information for longer. If this occurs, parents will be informed of this change.
- Children's details are kept on site and an index card system is used for outings displaying children's emergency contact details along with any allergies or medical issues the child may have. Personal computers are not used to store the child's information. However, the club's mobile phone is used to store contact details for parents of children. The phone is password protected.
- If a child is recognised as a 'child in need' (Section 17 of the children act 1989) with parental permission, appropriate information will be passed on to referring agencies.

Bear Pak is registered with CIW and is legally obliged to provide information on staff and children to their officers on their request. Provision of this information is not regarded as a breach of the club's confidentiality policy. A copy is retained of the most recent inspection by CIW and are available to parents on request. It may be necessary in some circumstances for the club to seek the help and advice from outside professionals. If this action is taken, the parent's permission will first be sought.

Parents are expected to inform the club of any changes to the child's home circumstances, care arrangements or any other information that may affect a child's behaviour, for example, a new baby, separation of parents, bereavement etc. All information shared will be kept confidential and will not be disclosed without the parent(s)' consent, except as required by law, for example, if there appears to be a child protection issue.

## **Data Protection Policy**

Bear Pak is committed to protecting personal data and this policy details how we implement that commitment with regard to the collection and use of personal data.

Laura Williams holds responsibility for data protection in the organisation or in her absence, Samantha Thomas.

### **Data Protection Principles**

Schedule 1 to the Data Protection Act lists the data protection principles in the following terms:

1. Personal data shall be processed fairly and lawfully and in particular, shall not be processed unless –
  - a.) at least one of the conditions in Schedule 2 is met and
  - b.) in the case of sensitive personal data, at least one of the conditions in Schedule 3 is also met.
2. Personal data shall be obtained only for one or more specified and lawful purposes and shall not be further processed in any manner incompatible with that purpose or those purposes.
3. Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed.
4. Personal data shall be accurate and where necessary, kept up to date.
5. Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.
6. Personal data shall be processed in accordance with the rights of data subjects under this Act.
7. Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to personal data.
8. Personal data shall not be transferred to a country or territory outside of the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

[http://www.ico.gov.uk/for\\_organisations/data\\_protection/the\\_guide/key\\_definitions.aspx](http://www.ico.gov.uk/for_organisations/data_protection/the_guide/key_definitions.aspx) (Accessed 20/10/14)

### **To meet our commitment to data protection, the club will:**

- Notify the Information Commissioner's Office that we hold personal data, unless exempt. ([http://www.ico.gov.uk/for\\_organisations/data\\_protection/notification/need\\_to\\_notify.aspx](http://www.ico.gov.uk/for_organisations/data_protection/notification/need_to_notify.aspx) (Accessed 20/10/14))
- Meet our legal obligations as laid down by the Data Protection Act 1998 and GDPR.
- Ensure that data is collected and used fairly and lawfully
- Process personal data only in order to meet our operational needs or fulfil legal requirements.
- Take steps to ensure that personal data is up to date and accurate by requesting parents/carers to update child details form when there are any changes and at least annually.
- Establish appropriate retention periods for personal data.
- Provide adequate security measures to protect personal data.
- Nominate a designated person responsible for data protection compliance and is the point of contact for all data protection issues. (Laura Williams)
- Provide adequate training for all staff responsible for personal data.
- Operate a confidentiality policy.
- Ensure that everyone handling personal data knows where to find further guidance.

### **Information the club holds includes:**

- Children's personal details.
- Parents/carers personal details.
- Staff personal details such as administration of salaries, and statutory returns, sickness and absence records, qualifications/training records, written references, DBS Disclosure references, employment contracts and appraisal or performance review notes, correspondence.
- Daily records of attendance of staff and children.
- Compliments and complaints.
- Records of accidents, serious illnesses and other significant events.
- Records of people who visit the club.
- Records of any medicine administered.
- Payment records such as invoices, accounts, receipts and pay slips.

- Minutes of meetings held, insurance details, articles of memorandum.
- The club is legally obliged to share certain information. The club must provide CIW with personal and other information in accordance with The Child Minding and Day Care (Wales) Regulations 2010 (Regulation 31 and Schedule 4) and the National Minimum Standards for Regulated Childcare (Standard 21: 'Notification of significant events' and in order to comply with other regulation such as health and safety law. Upon legitimate request, information held on staff may also be shared with organisations such as the Inland Revenue, local authorities and the Department of Work & Pensions.

### **Retention Periods**

- Records kept about children who attend our club are kept completely confidential and will be kept on record for 3 years after the last date on which the child attends the club.
- Parents/carers are able to view the records kept on their children on request, except where a child's welfare is deemed to be at risk in line with our confidentiality policy.
- Records are also kept on each member of staff working or volunteering at the club. These are kept confidential and will be kept on record for a minimum of 3 years after the last day of employment.
- Employees are entitled to access the information held about them at reasonable intervals.
- Minutes, accounts, invoices, receipts, assets list, accident and incident book etc. are kept safely for 7 years.
- All records that are subject to other factors/organisations such as grant terms and conditions, CIW, Health and Safety Executive, insurers, child protection agencies may also define how long certain records are kept.
- The Employee's Liability Insurance certificate must be retained for 40 years.

### **Security Measures**

The club protects personal data from unauthorised and unlawful use by:

- Storing data in a storage with restricted access.
- Ensuring all staff, management, volunteers/students sign that they have read, accepted and implemented the confidentiality policy. Any breach of confidentiality is investigated immediately and the issue dealt with in accordance with the disciplinary procedure.
- Minimising data sharing on a need to know basis.
- Restricting access to electronic records held on the computer by implementing technical security such as a password system.
- Ensuring safe storage of any laptop/computer used for storing data.
- Destroying obsolete paper records securely by shredding or using a confidential waste service which provides certificates of destruction.
- Securely and permanently erasing electronic records.
- Ensuring there is no data remaining before disposing of or recycling any computers.
- Securely and permanently erasing data stored on other media such as memory sticks, CD-ROM, audio tape, video tape, etc.

### **COVID-19 Track and Trace**

- In line with Government guidance, a member of the management team will contact all parents/carers and staff in the event of a confirmed case of COVID-19 on site.
- Laura Williams, and in her absence Samantha Thomas will contact CIW and notify CIW that a confirmed case of COVID-19 has been recorded.
- Contact details and individual information will be recorded and stored in line with our data protection policy. The duration of time that records relating directly to COVID-19 cases and the Track and Trace system will be updated in line with Government guidelines.

## **Emergency Procedures**

There are a number of situations where an emergency evacuation of an area might be necessary. As well as fire routines, they include a situation where it is necessary to get everyone inside a building urgently.

The following procedures will be practised once every half term ideally during the first week when the club reopens and will be recorded in accordance with our health and safety policy. A practice fire drill will be indicated by the sound of a whistle blowing.

The Person in Charge will identify any disabled staff and children who may need additional assistance in the case of an emergency. Personal emergency action plans will be developed in consultation with children and their parents/carers and Bear Pak's staff/other adults who may not be able to manage their escape into or out of the building unaided.

Parents/carers or other named contacts will be contacted as soon as practicably possible.

### **Fire or Other Emergency Evacuation Procedure**

In the case of a fire or other emergency evacuation, the following will apply:

- ⤴ Operate the alarm (fire alarm point, gong, bell or whistle) and call the relevant Fire and rescue service.
- ⤴ Bear Pak's staff gather the children and escort them via the nearest fire exit to the designated assembly point which is the church's green area at the front of the building.
- ⤴ Close all doors and windows in the vicinity of the fire to prevent spread.
- ⤴ The first member of staff to leave the building should carry the register.
- ⤴ The Person in Charge who is nominated to be the last to leave the building should check toilets and cloakrooms and should then take all reasonable steps to check that the building is clear.
- ⤴ On reaching the assembly point, a roll call should be taken immediately to identify whether everyone is accounted for.
- ⤴ During this procedure, no person should return into the building for any reason.
- ⤴ The first firefighting team to arrive should be informed of any missing persons and their last known whereabouts. They should also be informed of the last known location of the fire.
- ⤴ Pending the arrival of the fire brigade, staff may carry out as much firefighting as can be done without danger to themselves whilst maintaining suitable supervision of all the children.
- ⤴ When deemed safe and appropriate, the children's parents/carers/emergency contacts will be contacted to collect the children.
- ⤴ Once the situation has been resolved, an incident form must be completed immediately after the event explaining exactly what happened. This form should be filed in accordance with the health and safety legislation where necessary. (Contact Health and Safety Executive or visit [www.hse.gov.uk](http://www.hse.gov.uk))
- ⤴ Care and Social Services Inspectorate Wales will be informed on the same day.
- ⤴ All members of staff will review the reasons for it happening and the club identifies and implements any necessary measures to prevent it from happening again.
- ⤴ Bear Pak's nominated insurance company will also be notified.

### **Reverse Emergency Procedure**

In the case of a reverse emergency, the following will apply:

- ⤴ Operate the alarm/signal by blowing a whistle.
- ⤴ Assemble the children and count them.
- ⤴ Escort the children inside using the closest accessible entrance.
- ⤴ The Person in Charge, who is nominated to be the last to re-enter the building should check that the vacated area is clear.
- ⤴ Ensure all access points are secure and locked where necessary to prevent any unauthorised access to the club, or unauthorised exit from the club.
- ⤴ Take a roll call to ensure that everyone is accounted for.
- ⤴ Contact relevant emergency services and await assistance if necessary. They should be informed of any missing persons and their last known whereabouts if applicable.
- ⤴ Liaise with emergency services about contacting parents/carers.
- ⤴ Once the situation has been resolved, an incident form must be completed immediately after the event explaining exactly what happened and should be filed in accordance with the health and safety legislation where necessary. (Contact Health and Safety Executive or visit [www.hse.gov.uk](http://www.hse.gov.uk))
- ⤴ Care and Social Services Inspectorate Wales will be informed on the same day.
- ⤴ All members of staff will review the reasons for it happening and the club identifies and implements

- any necessary measures to prevent it from happening again.
- ✦ Bear Pak's nominated insurance company will also be notified.

## **Equal Opportunities Policy**

Bear Pak recognises that certain groups and individuals in our society are discriminated against because of their race, colour, ethnic or national origin, religion or belief, age, gender, physical, sensory or mental disability, marital or civil partnership status, pregnancy and maternity, social class, sexual orientation, gender reassignment, employment status and if they are HIV positive.

Bear Pak work to ensure that all children are treated with equal concern and respect and that no person receives less favourable treatment. We are strongly committed to positive action to remove/ counter discrimination in all aspects of our work, in our practice as employers, in the way we work with other organisations and in all our work with children, families and others.

We aim to provide equality of opportunity for all children whatever their age, ability, gender, race or background. We work to ensure that our expectations, attitudes and practices do not prevent any child from reaching their full potential.

The club's policy aims to challenge discrimination in all areas of our organisation, including employment, training, and admission to the club, access to the resources and activities and facilities available. We aim to ensure that the club reflects and meets the needs of the local community and incorporates equal opportunities into all areas of our work.

We make sure that:

- ⤴ Both Bear Pak as an organisation and the staff try to ensure that the services provided are accessible to everyone.
- ⤴ This policy will be actively promoted through our decision making, employment practices, play opportunities and service provision.
- ⤴ We will strive to monitor the policy's implementation and its effectiveness in line with changes in legislation and guidance.
- ⤴ All aspects of our club aim to reflect the diversity found within society.

Our Equal Opportunities Policy is produced and followed to meet the National Minimum Standards by the Responsible Individual and Person in Charge ensuring that:

- Equality of Opportunity and anti-discriminatory practice is promoted in our club.
- Our policy is regularly reviewed and remains consistent with current legislation and guidance.
- All staff members and volunteers are aware of this policy and implement it in their practices.
- All children and adults are treated with equal concern and respect.

We encourage an anti-discriminatory and equal opportunities environment for children by:

- Providing children with toys and equipment that promote their cultural awareness and equal opportunities.
- Having staff be positive role models for children.
- Challenging discriminatory behaviour and dealing with it in accordance with our Behaviour Management Policy
- Making the environment welcoming and inclusive for all.
- Teaching children about individuality and how we are all different.
- Helping children to understand their responsibilities to one another, for their environment and the community.
- Providing children with activities that teaches them about various cultures and religions.
- Creating an environment that is accessible for all.
- Differentiating activities to meet individual needs.
- Meeting special dietary requirements for children when providing snacks.
- Listening to children's views and opinions to help determine how we run the club.

Bear Pak conforms to the Children Act (2004) by recognising that all children should be respected and valued as individuals. We take care to treat each individual as a person in their own right with equal rights and responsibilities to any other individual, whether they be an adult or a child. We are committed to giving every child the best opportunities to achieve the highest of standards. We do this by taking into account children's varied life experiences and needs. The achievements, attitudes and well-being of all our children matter. This policy helps to ensure that Bear Pak promotes the individuality of all our children, irrespective of ethnicity, attainment, age, disability, gender or background.

### **First Aid Box Contents**

- ⤴ A First Aid box will be on site at all times and its whereabouts known to all members of staff.
- ⤴ A First Aid box will also be available for use during outings.
- ⤴ There is no mandatory list of items to put in a first aid box. It depends on what you assess your needs to be.
- ⤴ Known medical conditions, allergies, special dietary and health needs as specified on the child's registration form will be referred to.
- ⤴ Each item is replaced as it is used or if date of item expires.
- ⤴ The First Aid box is located in the storage room and will be brought to the main hall's kitchen work top during club operating hours.
- ⤴ Items will be checked regularly in accordance with our daily risk assessments.
- ⤴ The nominated First Aider is Samantha Thomas or in her absence, the designated Person in Charge.

As a guide, where work activities involve low hazards, a minimum stock of first aid items might include:

- ⤴ A guidance leaflet
- ⤴ Individually wrapped sterile plasters (assorted sizes)
- ⤴ Sterile eye pads
- ⤴ Triangular bandages
- ⤴ Safety pins
- ⤴ Medium dressing, sterile, un-medicated
- ⤴ Large dressing
- ⤴ Disposable gloves.

(<http://www.hse.gov.uk/pubns/indg214.pdf> Accessed 21/10/14)

### **Food and Drink Policy**

Bear Pak aims to promote good eating habits for life through the provision of health food that meets nutritional requirements of a growing child and also by encouraging good social eating practices in hygienic surroundings.

- ⤴ Snacks provided are properly prepared in accordance with current food and safety regulations. Snacks are wholesome and nutritious and will be served in adequate quantities and at appropriate intervals following recommendations in Welsh Government's Food and Health Guidelines for Early Years and Childcare Settings (2009).
- ⤴ Fresh drinking water is available at all times.
- ⤴ A designated chef is employed to prepare the food and all staff dealing with food hold a Food Hygiene certificate.
- ⤴ All food provided is prepared and stored appropriately in accordance with Food Standard Agency and Environmental Health requirements.
- ⤴ The food preparation and storage areas are maintained in a clean and hygienic state during club hours.
- ⤴ Fridge and freezer temperatures are checked and recorded daily.
- ⤴ Before and after any food is prepared, the surfaces in the kitchen are thoroughly cleaned.
- ⤴ At any time that food is being prepared, there will be no other activities going on in that area.
- ⤴ Children are encouraged to maintain their own personal hygiene, including the washing of hands before and after handling food.
- ⤴ Children will have the opportunity to try a variety of hot and cold foods and will have access to healthy snacks.
- ⤴ Parents/carers are requested to provide information about any special dietary needs of their child and it is their responsibility to inform the club of any changes as soon as possible.
- ⤴ Staff will be fully aware of and will provide snacks that comply with any special dietary needs of a child due to the child's health, racial, cultural and religious requirements.
- ⤴ Staff encourage good eating habits and social skills at meal times. Sufficient time is allocated to meal times for this purpose. There will also be a suitable area set aside with appropriate crockery, cutlery, tables and chairs.
- ⤴ Healthy food options are used wherever possible in activities, play and cooking activities.
- ⤴ Other activities may also be built into the activity programme that increase children's awareness of health and hygiene issues. Children will be supervised at all times whilst in the food preparation area.
- ⤴ Confectionery (e.g. sweets) is not routinely used as a reward. We may however occasionally offer food from other cultures as part of our activities.
- ⤴ Children will be encouraged but not forced to eat.
- ⤴ We ask that parents do not send food or drink to the club with their children during term time. In cases of specific dietary requirements, parents should consult with Person in Charge in advance.
- ⤴ If you are sending a packed lunch with your child to the holiday club, you should fully consider how it will be stored.
- ⤴ We do not have a sufficient refrigeration system available to hold all children's packed lunches. Parents/carers should therefore not provide packed food that requires storage below room temperature unless they supply an ice pack.
- ⤴ The club does not accept responsibility for the correct storage of foods provided by parents.
- ⤴ Birthday cakes can be brought in for children's birthday but have to be shop bought in the original packaging, clearly stating the ingredients. If birthday cake is to be served, this will be wrapped up for children to take home.

## **Health and Safety Policy**

The club is safe and secure for children, staff and visitors.

Day to day responsibility for ensuring this policy is put into practice is delegated to the Person in Charge Samantha Thomas or in her absence, the acting Person in Charge.

### **The Club:**

- ⤴ Displays the appropriate public liability insurance certificate on club premises.
- ⤴ Adheres to regulations required to maintain registration with CIW.
- ⤴ Adheres to all the relevant health and safety regulations with reference to the Health and Safety Executive.

### **Children:**

- ⤴ Are supervised at all times.
- ⤴ Are only collected by an authorised adult.
- ⤴ Are given opportunities to discuss ways to keep themselves safe and healthy. This includes involvement in establishing the club's ground rules or for activities and special events such as trips.
- ⤴ Are given opportunities to make decisions about their own play choices to help them develop their knowledge of the world, their own skills and their physical and emotional well-being.

### **Club Staff and Induction/Training:**

- ⤴ Staff are trained in health and safety requirements for the club including fire prevention and drills.
- ⤴ Staff are trained in first aid in accordance with the National Minimum Standards for Regulated Child Care and other relevant regulations. First aid qualifications are renewed every 3 years.
- ⤴ Staff responsible for food preparation and handling are fully aware of and comply with regulations relating to food safety and hygiene and will have completed a recognised food hygiene qualification. This will be kept updated.
- ⤴ Where relevant, staff hold a valid driver's license and appropriate insurance cover when driving vehicles for club use.

### **Premises:**

- ⤴ Are welcoming and friendly.
- ⤴ Provide adequate space both indoors and outdoors for children to play.
- ⤴ Can be divided appropriately for groups of children and staff to take part in different activities, including an area for quiet play.
- ⤴ The designated areas are for the sole use of the club during hours of operation.
- ⤴ Are secure from unauthorised access or unauthorised exit from the club. The club manages access to the premises and a visitors book is kept detailing all visitors to the club, including dates and times. No visitor to the club will be left unsupervised at any time.
- ⤴ Are clean and well maintained.
- ⤴ Are of sound construction, internally and externally.
- ⤴ Are adequately lit, heated (to at least 18 degrees centigrade) and ventilated.
- ⤴ Include a food preparation area which conforms to environmental health and food safety regulations.
- ⤴ Offer adequate wash basins and lavatories for numbers of staff and children attending.
- ⤴ Has safety glass or protective film covering fitted to any door fitted with glass.
- ⤴ All electrical, gas and oil burning appliances are checked at least annually by a suitably qualified technician and certificates are retained.
- ⤴ Any hazardous materials/chemicals are kept inaccessible to children in a locked cupboard.
- ⤴ All waste is disposed of appropriately.
- ⤴ Smoking is not permitted on the club premises, in club vehicles or in any designated outdoor play space. Smoking in smoke free premises is also a criminal offence.

### **Furniture and Equipment:**

- ⤴ Are stored safely.
- ⤴ Is sufficient and suitable to provide a stimulating play environment and opportunities appropriate for the ages and individual development of children attending.
- ⤴ Are clean, well maintained and conforms to BSEN safety standards or relevant Toys (Safety) Regulations where applicable.
- ⤴ Are suitable for its intended use and kept in good repair.
- ⤴ A first aid box is accessible and adequately stocked in accordance with the Health and Safety (First

Aid) Regulations 1981.

- ⤴ Records of accidents, incidents and 'near misses' are kept.
- ⤴ A mobile telephone is available and accessible at all times.
- ⤴ Records are kept about vehicles in which children are transported.

### **Risk Assessment:**

Bear Pak undertakes and documents risk assessments – a careful examination of what could cause harm to people so that necessary safety precautions can be taken in the following way:

1. Identify the hazards
2. Decide who might be harmed and how
3. Evaluate the risks and decide on precautions
4. Record findings and implement them.
5. Monitor and review the assessment and update if necessary

(Further guidance can be found at [www.hse.gov.uk](http://www.hse.gov.uk))

- ⤴ An action plan with necessary actions to remove/adequately minimise risks with timescales is maintained.
- ⤴ The club will establish health and safety procedures to eliminate or minimise and control those risks and monitor and review them to improve safety arrangements.
- ⤴ It is the responsibility of all staff to ensure that risk assessments are carried out and to notify their manager of any concerns.
- ⤴ All completed risk assessment records are safely stored for a suitable length of time and will be made available for inspection by any relevant authority.

### **Fire Safety**

In line with appropriate guidance, the club will undertake fire risk assessments as follows:

1. Identify the hazards.
  2. Identify people at risk in and around the premises and people who may be especially at risk.
  3. Evaluate the risk of a fire starting and the risk to people from a fire, remove or reduce fire hazards and risks to people from fire and protect people by providing fire precautions.
  4. Record findings and action taken, discuss and work with others, prepare emergency plans and inform and instruct relevant people.
  5. Review the fire risk assessment regularly, making changes where necessary.
- ⤴ The club will consult the relevant Fire Safety Officer to assess fire risk, take adequate precautions against the risk of fire and ensure people can safely escape if there is a fire.
  - ⤴ Any recommendations made by the Fire Safety Officer will be actioned as soon as possible by the club.
  - ⤴ The premises, fire detection and firefighting equipment will be checked annually by a Fire Safety Officer from the relevant Fire and Rescue Service. Certificates issued will be safely filed and will be made available to relevant authorities.
  - ⤴ Staff receive suitable training in fire prevention.

Some of the fire precautions identified within the risk assessment process to reduce risk may include the following:

- ⤴ Flammable materials are removed or separated from sources of ignition.
- ⤴ Suitable fire detection and warning systems are in place, tested and maintained.
- ⤴ Suitable fire extinguishers are provided and checked.
- ⤴ Safe means of escape is identified so that everyone who might be on the premises or nearby can escape.
- ⤴ Fire exits are clearly identified and unobstructed.
- ⤴ Fire exit doors and those on any escape route are easy to use.
- ⤴ Suitable fire safety signs are used.
- ⤴ Emergency lighting is in place.

Further information on fire risk assessment process and templates:

- ⤴ <http://www.communities.gov.uk/fire/firesafety/> Department for Communities and Local Government (Accessed 22/10/14)
- ⤴ A short guide to making your premises safe from fire – Department for Communities and Local Government.
- ⤴ Health and Safety Executive – [www.hse.gov.uk](http://www.hse.gov.uk)

### **Emergency Procedures**

- ⤴ The club implements clear emergency procedures, evacuation in case of fire or other significant incident (including reverse fire drill). These will be made known to staff and will be practiced termly (and at least once during every half term recognising that young children benefit from more frequent practice) and when a new child, staff member or volunteer starts at the club.
- ⤴ People who cannot get themselves out of a building unaided will also be considered through personal emergency evacuation plans.
- ⤴ Details of these practice drills will be logged and filed to the satisfaction of the Fire Safety Officer.
- ⤴ Accidents and ill health at work will be reported under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) [www.hse.gov.uk/riddor](http://www.hse.gov.uk/riddor) Tel: 08453009923 **Confirmed cases of COVID-19 are to be reported to RIDDOR if it has been contracted due to occupational exposure only.**
- ⤴ Significant accidents, incidents and outbreaks of serious disease are reported to CIW in line with The Child Minding and Day Care (Wales) Regulations 2010. **Only confirmed cases of COVID-19 are to be reported to CIW in line with the Child Minding and Day Care (Wales) Regulations** (update provided by CIW on 19/08/2020).

For COVID-19 specific health and safety information, please refer to the COVID-19 Policy.

## **Hygiene and Health Care Policy**

### **Hygiene**

All staff and volunteers are made aware of good hygiene practice during their induction period.

- ⤴ Staff encourage children to maintain their own personal hygiene including the washing of hands after using the toilet and before eating/handling food and after certain activities e.g. painting, handling pets and gardening.
- ⤴ Toilets will always have running water, soap and clean towels or a dryer available.
- ⤴ Tissues are used and disposed of hygienically and hands washed.
- ⤴ Disposable gloves are available for clearing up after spills of bodily fluids. These spills are cleaned immediately using disposable towels and a cleaning product that combines detergent and disinfectant.
- ⤴ The premises, toilets, tables and equipment are checked regularly throughout the session and cleaned on a daily basis. Frequent hand contact sites such as toilet flush handles, taps, door handles etc. are cleaned and disinfected regularly.
- ⤴ Other equipment such as toys are cleaned routinely and according to need.
- ⤴ Staff responsible for food preparation and handling are fully aware of and comply with regulations relating to food safety and hygiene and will have completed a recognised food hygiene qualification. This will be kept updated.
- ⤴ Kitchen surfaces, chopping boards and utensils are cleaned before and after use.
- ⤴ Disinfectants are used on food contact surfaces.
- ⤴ Kitchen cloths are washed and disinfected regularly and left to dry before using them again. Disposable kitchen towels are used for wiping worktops and chopping boards.
- ⤴ Fridge and freezer temperatures are checked and recorded daily.
- ⤴ All waste is disposed of regularly and appropriately.

### **Further information/guidance (hygiene):**

- ⤴ Guidance on infection control in schools and other childcare settings, Health Protection Agency April 2010 – [http://www.hpa.org.uk/web/HPAwebFile/HPAweb\\_C/1194947358374](http://www.hpa.org.uk/web/HPAwebFile/HPAweb_C/1194947358374) (Accessed 22/10/14)
- ⤴ The Health and Safety Guide for Early Years and Childcare Settings, Mudiad Meithrin 2009.
- ⤴ Mind the Germs, Infection Control Guidance for Nurseries, Playgroups and Other Childcare Settings, Welsh Government (2008)
- ⤴ Health and Safety Executive, <http://www.hse.gov.uk/>
- ⤴ Food and Health Guidelines for Early Years and Childcare Settings, Welsh Government, March 2009.

### **Health Care**

- ⤴ Physical play equipment/opportunities to encourage physical activity are provided.
- ⤴ Activities to increase children's awareness of health and hygiene issues are introduced.
- ⤴ The club has separate healthy eating and sun awareness policies.

Parents/carers must inform the club about any medical conditions, allergies, special dietary and health care needs their children might have on the child registration form. Parents/carers are required to give written permission to the club in advance for any necessary emergency medical advice or treatment. This permission is given as a part of the parent/carers contract which is signed when a child first registers with the club.

### **First Aid**

- ⤴ Bear Pak has a first aid box which complies with health and safety (first aid) regulations.
- ⤴ It is accessible to staff but out of the reach of children.
- ⤴ A first aid kit will also be available during outings.
- ⤴ Staff are trained in first aid in accordance with the National Minimum Standards for Regulated Child Care and other relevant regulations. First aid qualifications are renewed every 3 years.
- ⤴ It is the responsibility of Samantha Thomas, the nominated First Aider to maintain the contents of the first aid box for use or in her absence, the acting person in charge. This includes checking that items are not out of date, packaging of sterile items is intact and replacing any items that are used or found to be unusable.

### **Children who are ill**

- ⤴ Please do not send your child to the club if you are aware that he or she is unwell. If your child will not be attending due to illness, you must inform the club as soon as possible in line with the club's arrival and collection policy.
- ⤴ No child or member of staff known to be suffering a communicable disease or considered too ill to participate in normal club activities shall be admitted to the club.
- ⤴ If a child becomes unwell during their time at the club, we will notify the parent/emergency contact and ensure the child is made comfortable in a quiet area. The child will be supervised at all times and observed for any worsening of symptoms.
- ⤴ Reasonable steps will be taken to avoid cross-infection should the child develop symptoms of any infectious illness.
- ⤴ If a child's condition worsens to such an extent that club staff are seriously concerned and suspect that urgent medical treatment is required, the parent/carer will be notified immediately and if necessary, an ambulance will be called to take the child for treatment.
- ⤴ If the parent/carer has not arrived by the time the ambulance needs to leave, the child will be accompanied to the hospital by a member of staff. That member of staff shall take with them to the hospital the child's registration form and signed contract indicating consent for emergency medical treatment to ensure that the hospital has all the necessary information.
- ⤴ Reporting in accordance with RIDDOR will be undertaken when necessary in accordance with the health and safety legislation (Contact Health and Safety Executive or visit [www.hse.gov.uk](http://www.hse.gov.uk).)
- ⤴ Care and Social Services Inspectorate Wales will be informed as soon as possible of any infectious illness, serious injury, illness or death of anyone on the premises.
- ⤴ The club's insurance company will also be notified.

### Infectious Illnesses

- ⤴ If any parent has concerns about infectious diseases or exclusion periods, they should contact the Person in Charge in the first instance.
- ⤴ If the club becomes aware that any child has developed or been exposed to a communicable disease whilst at the club, we will inform parents/carers as soon as reasonable practicable whilst maintaining confidentiality.
- ⤴ We ask that parents/carers notify the Person in Charge as soon as possible if their child develops or is exposed to an infectious illness so that the appropriate steps can be taken to notify other club users if necessary. This will be important particularly for children with low immunity who need to be informed promptly.
- ⤴ Equipment will be cleaned and disinfected during an outbreak of illness.
- ⤴ The Person in Charge will liaise with relevant schools regarding exclusion periods for infectious illnesses and medical advice and procedures will be referred to.
- ⤴ The following exclusion periods apply should a child have any of the following illnesses. It includes some common examples of illnesses but please note that this list is not exhaustive and will be reviewed regularly because advice changes. Further advice may also be sought from a health care professional.

Disease	Signs and Symptoms	Incubation Period	Exclusion Period (consider as a minimum)
Chickenpox	Low grade fever, rash usually appears within 24-48 hours, in the mouth to begin with, then red spots with white raised centre of trunk and limbs – very irritating rash	7-21 days	7 days from onset of rash (all spots must be dry and scabbed over)
Cold Sores	Redness, blisters or scabs on or around the lips	Direct Contact	Avoid contact with the sore until it has disappeared
Conjunctivitis	Itching and pain in eyes which become red and inflamed. White discharge or 'sticky eye'	Bacterial 1-3 days; viral 2-7 days	24 hours minimum or until improvement begins with medication from GP
COVID-19	High temperature, new continuous dry cough,	0-10 days	5-10 days from

	loss or change to sense of smell and/or taste, fatigue, myalgia (muscle ache or pain), Wider symptoms: a sore throat, a headache, sneezing, a runny nose, loss of appetite, nausea, vomiting, diarrhoea.		onset of symptoms (not including wider symptoms). Please refer to COVID-19 for further information on isolation periods.
Gastrointestinal Infection	Vomiting, diarrhoea, dehydration, abdominal pain. In usual circumstances diarrhoea in a child constitutes 3 or more loose stools	7-14 days	Until well. 48 hours after diarrhoea and vomiting have stopped
Hand, Foot and Mouth Disease	High temperature, sore throat, red spots with raised blister head on hands, feet and mouth	3-5 days	Until lesions are healed
Herpes Simplex	Blisters inside cheeks, ulcers on the tongue, cold sores around the mouth	2-10 days	Until all symptoms have ceased
Impetigo	Yellow oozing sores with scabs on top, itching. Usually around nose and mouth, although can develop on body	Direct Contact	Until dry and healing or 48 hours after antibiotic treatment has started
Infective Hepatitis (Jaundice)	Gradual onset of headache, loss of appetite, nausea, urine dark, faeces pale putty colour	23-35 days	7 days from onset of Jaundice
Influenza and Pandemic Flu	Sudden onset, fever, headache, pain in the neck, arms or legs	2-3 days	Until recovered
Measles	Misery, high temperature. Heavy cold, with discharging nose and eyes. Later-harsh cough, conjunctivitis, white spots in cheek, followed by dusky red patchy rash, starting behind the ears and along ears/hairline-spreads to face, trunk and limbs	10-15 days	4 days from onset of rash
Meningitis (bacterial and viral)	Fever, pains in back of joints, vomiting. Headache, fear of bright lights, stiff neck, confusion. Skin pale/blotchy, red rash or purple spots/bruises may appear.	2-10 days	Until recovered
Mumps	Fever, headache or ear ache, swelling of jaw in front of ears, difficulty opening mouth/chewing	7-28 days	4 days from onset of swelling
Otitis Media (Ear Infection)	Severe ear ache, intermittent or continuous. Deafness (occasionally) and discharge from the ear, children may not localise the pain to the ears or head	Direct Contact	Until symptoms have cleared up
Pertussis (Whooping Cough)	Heavy cold with fever, followed by spasmodic cough, characteristic cough and vomiting, breathlessness and exhaustion	7-10 days	21 days from onset of cough. If antibiotics are given this may be shortened.
Rubella (German Measles)	Slight sore throat, slight fever, enlarged glands behind ears, pain in small joints	14-21 days	4 days from onset of rash
Slapped Cheek syndrome/Fifth Disease	Headache, mild fever, sore throat, rash on cheeks	4-20 days	Once rash appears no longer contagious
Scabies	Itchy mite burrows, visible as red raised spots, especially between the fingers. Intense irritation, sleeplessness	Direct Contact	72 hours following treatment
Temperatures	Normal range for child is 36.1-37.2 degrees C.	Not applicable	Until temperature

	38.3 degrees C or higher is cause for concern		returns to normal
Threadworms	Presence of threadworms in stools (white, cotton-like pieces), sore anus, itchy bottom, sleeplessness, lack of appetite	Direct Contact	24 hours following treatment
Thrush	White patches inside mouth, red rash around mouth or in genital area	Direct Contact	Mouth-24 hours after treatment. Genitals-no exclusion necessary although treatment and good hygiene required
Tonsillitis	Very sore throat, white patches on tonsils, swollen glands in neck, aches and pains in back and limbs	2-5 days	Until recovered or at least 48 hours on antibiotics
Urinary Tract Infections	General illness, abdominal pain, vomiting, high temperature, need to pass urine more often than usual	Not applicable	Until symptoms have cleared up

**Further Information/Guidance:**

- ⤴ Guidance on infection control in schools and other childcare settings, Health Protection Agency, April 2010 [http://www.hpa.org.uk/web/HPAwebFile/HPAweb\\_C/1194947358374](http://www.hpa.org.uk/web/HPAwebFile/HPAweb_C/1194947358374) [Accessed 22.10.2014]
- ⤴ The Health and Safety Guide for Early Years and Childcare Settings, Mudiad Ysgolion Meithrin 2009
- ⤴ Mind the Germs, Infection Control Guidance for Nurseries, Playgroups and other Childcare Settings, Welsh Government (2008)
- ⤴ Health and Safety Executive, <http://www.hse.gov.uk>

Food and Health Guidelines for Early Years and Childcare Settings, Welsh Government, March 2009

### **Individual and Special Needs Policy**

Children who need extra support in school may not need extra support within a play setting. Some children however may require specific treatment, facilities or care while in the club that is above and beyond the usual provision for most children.

The Club aims to provide a welcoming and supportive environment for all children, staff and parents. They will all be treated with dignity and respect. The Club supports integration and the treatment of all children and adults as individuals, wherever this is possible. Please refer to our equal opportunities policy.

- ⤴ Club staff will consult with children and parents/carers as appropriate with regard to children's individual needs and preferences
- ⤴ The individual needs and views of children are considered when planning activities and buying toys and other equipment. This includes purchasing specialist equipment whenever financially possible to meet the needs of children in our care.
- ⤴ The Club aims to provide adaptations to the facilities and environment in order to cater for individual additional needs where this is practical and reasonable
- ⤴ Where appropriate, children's progress will be monitored and recorded in consultation with parents and carers. Strategies will be discussed with the child and parent/carers and implemented.
- ⤴ Staff will receive appropriate training as required
- ⤴ Full cooperation will be given to outside agencies in order to meet the specific needs of a child
- ⤴ If a child requires one to one support at The Club, Bear Pak will make every effort to work with the parents/carers and relevant organisation to access additional funding and extra staff members to provide one to one support.
- ⤴ The level of individual care is agreed with the parents. The Club ensures that the privacy and dignity of a child is respected and maintained when providing any intimate care.
- ⤴ The Club promotes anti-discriminatory practices and encourages a positive atmosphere for all.

The main language is English. Bilingual signs will be used where appropriate. Children will be assigned a key worker when at Bear Pak. The role of the key worker is to support children in their group. During activities and/or observing children, the key worker will be able to assess if a child requires additional support. If the key worker believes this is the case, observations will be carried out on the child, with parental permission to determine the areas of development which the child requires help with. These observations will be stored in the child's file and a copy given to the parents/carers. A meeting will then be arranged between the child's parents, keyworker and Person in Charge to discuss what support can be provided for the child and how we are able to adapt our services to meet the child's individual needs. Progress will be monitored by the key worker through further observations and stored in the child's file. Parents will be kept informed of any changes to the child's development.

Bear Pak's staff work in accordance with the SEN Code of Practice 2014 (Wales) and reinforce this within the daily running of the club to ensure that we continue to provide a high standard of child care for each individual. A copy of this is available at:

<http://wales.gov.uk/docs/dcells/publications/111221senbestpracen.pdf> or can be obtained from the club.

## **Media Policy**

With the availability and accessibility of many different media, Bear Pak aims to ensure that no one attending or working at club is put at a disadvantage or feels threatened by the inappropriate use of mobile phones, internet, cameras, videos and DVDs.

Staff should remember that they have a respected position as a child carer and should act accordingly. The internet, emails or text messages must not at any time be used to discuss anything regarding the club, children or work. This disregards the Bear Pak mobile phone which is used as communication between parents/carers and the club to discuss their individual children. Confidentiality must be respected at all times.

### **Mobile phone use by staff**

Bear Pak does not permit staff to use their personal mobile phones during club hours. Members of staff can be contacted on the club's mobile telephone number during opening hours.

### **Mobile phone use by children**

The club does not allow children to use their mobile phones in the club for any purpose. Any parent wishing to contact their child in an emergency should do so through the Bear Pak mobile phone.

### **Internet use**

Bear Pak recognises that computers and the internet can be very useful tools in learning, development and understanding for staff and children.

- ⤴ The internet can be freely accessed by staff for club matters such as finding resources and planning activities during working hours.
- ⤴ The club does not allow staff to send or receive personal emails in working hours without prior permission from management. Staff should be aware that any emails sent or received from the club account can be read by management to ensure that the name of the club is not brought into disrepute.
- ⤴ The club does not allow staff to access social networking sites on any computer or mobile phones whilst at work. Any staff found to be accessing such sites or any website not relating to work are subject to disciplinary action.
- ⤴ Children may use the internet for playing developmental games and finding resources either in groups or individually but will always be supervised by a member of staff.
- ⤴ The club ensures that appropriate internet security measures are in place.

### **Social Networking**

- ⤴ When not in work, staff should remain aware of their responsibilities as an employee of the club when using social networking sites such as Facebook, Twitter etc.
- ⤴ The management team have access to Bear Pak's Facebook account and control what information about the club is portrayed. Social networking accounts will remain an invite only page and only parents and staff at the club will be able to access the information. Photographs of activities may be uploaded. However, children's photographs will only be taken and uploaded to the site if parental consent is obtained first.
- ⤴ The club's confidentiality policy must be followed at all times.
- ⤴ Staff are discouraged from forging online friendships with parents, carers or children.
- ⤴ Staff should maintain their status as professional child care workers and be mindful of any content about themselves which appears on the internet. Any issues raised on social networking sites etc. must be carefully considered as they are open to public viewing. No connection to the club, staff children or any incident is to be mentioned on such sites.
- ⤴ Any action which is seen to bring the club into disrepute is investigated immediately and the issue dealt with in accordance with the disciplinary procedure.

### **Photographs and videos**

- ⤴ In the course of our work with children, we sometimes like to record our activities through, photographs, videos and other media. We will not do so without prior written permission from parents/carers. This permission is gained when a child first registers at the club and will be updated on a regular basis. Any outside agency which wishes to take photographs or videos of our club will seek written permission from parents/carers in advance.
- ⤴ Provided permissions have been granted, staff may use the club's photographic equipment to take photographs or videos of children. Personal photographic equipment owned by staff should never be used.

- ⤴ Parents must not use any camera, video recorder or any other recording device on club premises without prior permission from Bear Pak.

#### **IT Equipment**

- ⤴ The club does not encourage children to bring in personal IT equipment such as laptops, music players and games consoles. We do not accept any responsibility for equipment that is brought in.
- ⤴ Any games or software provided by the club is age appropriate according to the age rating given to the game by the BBFC or PEGI or other appropriate organisation.

#### **Television/DVDs/Films/Music/Literature**

- ⤴ All television/DVDs/films/music/literature used in the club is age appropriate and the relevant license will be sought where needed.

### **Medication Procedure**

If medication is to be given, the following procedure will be followed:

- ⤴ The Person in Charge will confirm that the administration of medication conforms to the clubs insurance cover. If it does not conform to our insurance cover, we will be unable to administer the medication.
- ⤴ If medication is administered to a child, it is with the written agreement of the parent/carer and with an understanding of the possible side effects of the medication. This is obtained before medication is administered.
- ⤴ The parent/carer gives written permission before any medication is given.
- ⤴ Medicines must be provided in their original containers, with the expiry date listed on the container and clearly labelled with the child's name.
- ⤴ All medicines will be inaccessible to children.
- ⤴ Checks will be made to ensure that any medication is not out of date and all out of date medicine will be disposed of safely.
- ⤴ Medicines will be stored in original containers.
- ⤴ Written details of the exact time medication was last administered to the child will be obtained from the parent/carer with details of the time the next dose is required.
- ⤴ If the administration of prescription medicines requires technical or medical knowledge, then it is the responsibility of the parent/carer to inform the Person in Charge of this before the child starts the club. Until individual training can be provided for staff from a qualified health professional, arrangements may be made for a parent/carer or health professional to join the session in order to administer medication to a child, though this request must be placed in writing and approved by the Person in Charge. Training is specific to the individual child concerned.
- ⤴ Prescription medicines are not administered unless a doctor has prescribed them for that child.
- ⤴ Written records will be kept of all medicines administered to children. This requires a second member of staff to witness the medicine being administered. Parents/carers must sign the record form to acknowledge the entry.
- ⤴ Each child being given medicine will have their own recording form in order to maintain confidentiality.
- ⤴ Where necessary, the Person in Charge will liaise with school staff to monitor the administration of medicine and the child's needs on a daily basis.

It is the Person in Charge's responsibility to ensure that this policy is understood by staff and practices within the club and that medication is given only by a qualified First Aider. As part of the contract, parents initially sign as to whether they do or do not give permission for the child to receive any medical attention. No medication will be given to the child without obtaining parental consent first.

### **Missing Children Policy**

The club is committed to ensuring the safety of all children who attend our club. In accordance with our arrival and collection policy:

- ⤴ Parents/carers must contact the Person in Charge to notify her of any changes regarding attendance/ non-attendance of their child.
- ⤴ The school teachers and children will know the club staff or individuals acting as escorts.
- ⤴ Only persons named in writing on the contract and registration form by the parent/carer will be able to take the child from club.
- ⤴ Club staff will arrive promptly at specific collection points with a list of children to be collected. They will record the time that they collected the child on the register promptly to mark the child in.
- ⤴ Parents are asked to sign the child out (including the time) on collection of the child.
- ⤴ The Person in Charge will ensure that all children are signed in and out of club.
- ⤴ A daily register is taken at the start of every session to ensure all children that are booked in are present. This is repeated at regular intervals during trips out.
- ⤴ Regular head counts are made throughout the session.
- ⤴ Risk assessments of the premises and activities are undertaken before the children arrive at the setting.
- ⤴ During trips, children are allocated to certain members of staff with higher than normal ratios.

#### **Procedure on missing children**

If a child is identified as missing during the course of the club session or trip, the following action should be taken (whilst at all times maintaining the safety and supervision of all children at the club):

#### **Child missing from club session/during trips**

1. The staff member allocated to look after the child will inform the Person in Charge.
2. The Person in Charge will make enquiries with relevant members of staff as to when the child was last seen and where.
3. During trips, inform the Person in Charge of the premises and recruit further support including tannoy announcements.
4. Ensuring that the remaining children are sufficiently supervised and secure, one or preferably two members of staff should search the building, outdoor premises and immediate vicinity. The member of staff supervising the other children should ensure that they remain calm and not distressed.
5. If the child cannot be found within 15 minutes (shorter if in a busy area), then the police and the parent/carer are informed. When the police arrive, their instructions will be followed.
6. Whilst awaiting police, the search is continued, widening the search area and keeping in touch by mobile phone.
7. An incident form is completed immediately after the event explaining exactly what happened. All the staff present, the child's parent/carer and the police should sign it and all records are filed in accordance with the health and safety legislation. (contact Health and Safety Executive or visit [www.hse.gov.uk](http://www.hse.gov.uk)). The document will be stored confidentially and be kept in accordance with our Data Protection Policy. The document will be made available to CIW and parents of the child.
8. Care and Social Services Inspectorate Wales is informed on the same day of the incident.
9. Once the situation has been resolved, all members of staff review the reasons for it happening and the club will ensure any necessary measures are taken to prevent it from happening again.
10. The club's insurance company is notified.

#### **Child missing from school collection point**

If a child has been booked into the club but is missing from the agreed collection point, the following procedure is followed:

1. Inform the Person in Charge immediately.
2. The school is informed immediately and the parent/carer is contacted.
3. If the child's whereabouts remain unknown, the head teacher (or senior member of the school staff) is informed and the school is searched.
4. Ensuring that the remaining children are sufficiently supervised and secure, one or preferably two members of staff should search the building, outdoor premises and immediate vicinity of the school/collection point. The member of staff supervising the other children should ensure that the children remain calm and not in distress.
5. If the child cannot be found within 15 minutes, then the police are informed.
6. Follow procedures 5 - 10 as above.

Precautions are taken to avoid these situations occurring by:

- The children wearing high visible vests during outings and on the walk back from school.
- Children are asked to walk in two's with a member of staff in front and a member of staff behind the children.
- On outings, children wear bands with the club's mobile number on them.
- Children are taught through club activities about the dangers of wandering off and talking to strangers.
- All trips and routes will be risk assessed.

## Play Policy

Bear Pak believe that children's play shall be self-directed where children have the freedom to explore, make decisions, express and develop their ideas in their own way. We provide an environment which enables children to develop their confidence, self-esteem, promote independence, to respect others and understand right from wrong. We support the Child Minding and Day Care (Wales) Regulations 2010 by ensuring that; 'Children have a range of experiences - including freely chosen, unstructured and self-directed play - that contribute to their emotional, physical, social, intellectual, language and creative development.'  
(<http://cssiw.org.uk/docs/cssiw/publications/120309regchildcareen.pdf> - Accessed 02/02/2015)

The club recognises that play is a vital component of a child's life. Therefore, we plan our activities to meet children's interests and adapt them so that they are suitable to the ages and stages of children in our care. We plan our activities in relation to The United Nations Convention on the Rights of the Child, Article 31:

'Parties recognise the rights of the child to rest and to leisure, to engage in play and recreational activities appropriate to the age of the child.'

Whilst continuing to meet current legislation, we aim to ensure (in line with the Rights of Children and Young Persons Wales Measure 2011) that:

- ⤴ The child is always at the centre of the play process.
- ⤴ Children are supported to make their own choices about what they want to do.
- ⤴ We employ staff who are appropriately qualified and/or experienced in Play work/Early Years Childcare.
- ⤴ Club staff are responsive and help to enrich children's play opportunities and foster an environment where children can discover their own solutions and develop at their own pace.
- ⤴ Club staff facilitate appropriate risk to increase children's awareness of their physical capabilities and limitations whilst balancing this with the need for play opportunities to take place in a physically and emotionally safe environment.
- ⤴ Wherever possible, play opportunities promote equality of opportunity, challenge discrimination, are fully inclusive and value each child as an individual.
- ⤴ Wherever possible, play opportunities motivate and empower children, increase their self-esteem and confidence, thereby encouraging positive attitudes.
- ⤴ Positive relationships are built and maintained with parents and children to develop consistency and gain an understanding of the child's individual needs.

In addition, the club is committed to involving children in decisions that affect them. We will consult with them, listen to their responses, acknowledge their views, act accordingly and provide them with feedback.

Typical activities available to children on a daily basis are cooking, role play, sports, gardening, scientific experiments, ICT, arts and crafts. Activities will be set up before the child arrives so that they are readily accessible to children. Children are encouraged but not forced to participate in activities and are fully supported by our staff. For children aged up to 8 years of age, our activities will be planned in accordance with the Foundation Phase and children will have qualified staff to aid their discoveries and learning. Through our provided play opportunities, we aim to develop children's social, emotional, physical, creative, linguistic and intellectual development to help them reach their full potential. For children aged 8- 12 years, activities will be based around the National Curriculum with qualified staff promoting communications and development of children's relationships with their peers and giving children more freedom to choose how they spend their time at Bear Pak.

Our resources will be purchased in relation to how they can be used to provide children with first-hand experiences to aid children's development. Purchases of specialist equipment will be purchased to aid those with special needs if needed and financially accessible. Our play resources will be checked daily before use to ensure they are clean, unbroken and suitable for their intended use.

Children will be given opportunities to play outdoors and indoors with opportunities to be active. Children will be provided with a quiet area where they can relax, watch films and read books.

### **Further information:**

National Children and Young People's Participation Standards Self-Assessment Pack, Kath O Kane, 2007.

## Staffing

Bear Pak operates on a ratio of 1 adult to every 8 children. However, the ratio is increased during outings and trips to ensure effective supervision of children. Our qualified staff specialise in implementing activities in accordance with the Foundation Phase's seven areas of learning for our children aged 3-7 years. For those aged 8-12, we provide activities in support of the National Curriculum with qualified staff supporting children in making their choices of how they would like to spend their time at Bear Pak. Staffing arrangements are designed so that they meet the individual needs of all children in our care. Our staff work to encourage children to be confident and independent within club and are there to help children to achieve their full potential.

During induction, staff are familiarised with these policies and procedures which are available to refer to at any time during club. Staff are also made aware of updates to legislation with copies of the National Minimum Standards and The Child Minding and Day Care (Wales) Regulations 2010 being available on request. Bear Pak staff are trained to and work in accordance with legislation such as the Children Act and the UN Convention on the rights of the Child. They are made aware of how their interaction and work with children affects children and their development.

Staff members, paid and unpaid are aware of their duties as role models for children and should behave in appropriate manners at all time, creating an environment that promotes equality and inclusiveness for all. Staff also use their role models to encourage good personal hygiene of children and encourage them to carry out good hygiene practices to avoid the spread of infection.

Staff files contain their personal details, training attended, qualifications, emergency contacts, declaration of suitability to work with children, contract, cv/application for employment, a list of roles and responsibilities, any health issues/disabilities, any convictions, 2 references (1 being the their current or most recent employer) and an enhanced DBS check. A person is only hired if all checks carried out are satisfactory. All staff that are employed by Bear Pak have the skills and experience needed to be able to plan for and meet children's individual needs and are checked prior to employment of their suitability to carry out their roles.

We employ staff based on the needs of individual children in our care and the requirements of The Child Minding and Day Care Regulations (Wales) 2010 and the National Minimum Standards for Regulated Child Care. To guarantee we meet these requirements we ensure that:

- At least 50% of staff looking after children are child care qualified to a minimum of level 2 and of which 50% of that staff is qualified to a Level 3.
- The person in charge holds at least a Level 3 in Child Care and Playwork.
- Qualifications are checked against the Accepted Qualifications for the Early Years and Childcare Workforce in Wales or Skills Active's Integrated Qualification Framework for Playwork to ensure the qualifications are suitable for the position.
- All trainees are supervised closely at all times and never left alone with children.
- Training needs for staff are addressed and are provided on a regular basis.
- All paid staff receive regular one to one support and supervision to encourage them to improve their practice and to raise any safeguarding concerns.

Formal appraisals are carried out at least every six months to ensure a high standard of care is provided for children. This is to ensure staff are fully supported in their roles and are aware of their expected roles and responsibilities in the club. Any issues regarding a staff members behaviour is dealt with in accordance with our Staff Disciplinary Procedure.

CIW are informed of any changes to staff regarding their qualifications, termination of or commencement of employment.

## Staff Disciplinary Procedure

Bear Pak maintains a well-motivated, highly skilled and professional staff team. However, occasionally action will need to be taken to encourage improvements in individual behaviour and performance. The club will provide a fair and consistent method of dealing with disciplinary incidents. Our aim is always to support and encourage staff whilst promoting good employment relations.

If a member of staff is subject to disciplinary action:

- The incident will be fully investigated and the facts established.
- Investigations will be non-discriminatory and apply equally to all staff irrespective of sex, marital status, sexual preference, race or disability.
- At every stage, the member of staff concerned will be advised of the nature of the complaint and given an explanation for any penalty imposed.
- Staff will be given the opportunity to state their case and be accompanied by a friend, colleague or Trade Union representative of their choice during part of the disciplinary process.
- Staff will not be dismissed for a first breach of discipline except in the case of gross misconduct (see below).
- Staff have a right to appeal against any disciplinary action taken against them.
- Investigations will be conducted by either the Person in Charge or the registered person.

The Staff Disciplinary Procedure operates as follows:

### *Informal Discussion:*

Before taking formal disciplinary action, the Person in Charge will make every effort to resolve the matter by informal discussions with parties concerned. Only where this fails to bring about satisfactory improvement or outcomes, will disciplinary procedures be formally implemented.

### *Formal Verbal Warning:*

Once a formal warning has been given by the Person in Charge, the member of staff in question will be notified of this and given an explanation for the warning. They will further be informed of their right of appeal. A brief note of warning will be kept on the club's records. This will be disregarded after six months subject to satisfactory conduct and/or performance.

### *Written Warning:*

If there is not sufficient improvement in standards following a formal verbal warning or if a further incident occurs, a written warning will be issued. This will state the reason for the warning and that if there is no satisfactory resolution after a further month, a final written warning will be given. A copy of this first written warning will be kept in the club's records but will be disregarded after twelve months subject to satisfactory conduct and/or performance.

### *Final Written Warning:*

If the member of staff's conduct or performance remains consistently unsatisfactory or if the misconduct is sufficiently serious, a final written warning will be given, making it clear that any further breach of standards or other serious misconduct may result in the employee being dismissed. A copy of the warning will be kept in the club's records but will be disregarded after 24 months subject to satisfactory conduct and/or performance. The warning will state clearly that dismissal will result from failure to comply.

In certain exceptional circumstances, a member of staff may receive a Final Written Warning that will remain on the club's records indefinitely. This course of action will follow when a member of staff has only avoided dismissal due to extenuating or mitigating circumstances.

### *Gross Misconduct:*

If after investigation it is deemed that a member of staff has committed an act of the following nature, dismissal will be the outcome:

- Child Abuse (for further details please refer to the Child Protection Policy)
- Serious infringement of health and safety Rules (for further details, please refer to our Health and Safety Policy)
- Assaulting another person
- Persistent bullying, sexual or racial harassment
- Being unfit for work through alcohol or drug use

- Gross negligence that either causes or might cause injury, loss or damage to a person or property
- Theft, fraud or deliberate falsification of the club's documents
- Deliberate damage to club property
- Being an unfit person under the terms of the Care Standards Act or the Children Act

Whilst the alleged incident of gross misconduct is being investigated, the individual concerned will be suspended during which time normal pay levels will prevail. Such suspension is not to be regarded as a form of disciplinary action and will be as short a period as possible. Any decision to dismiss will be taken only after a full investigation. If a staff member of staff has been found to have committed an act of gross misconduct, they will be dismissed without notice.

### **Appeals**

Staff wishing to appeal against a disciplinary decision must do so in writing and within fifteen working days of the decision being communicated. Appeals will be dealt with as quickly as possible and within at least a further fifteen days. If possible, the Registered Person or senior member of staff who was not involved in the original disciplinary action will hear the appeal and impartially adjudicate the case. During all stages of the procedure, the right to appeal will be confirmed as part of the warning, suspension or dismissal letter.

## **Sun Care Policy**

At the club, we want children to enjoy the sun safely outdoors. Our aim is for the children to adopt healthy sun behaviours that will continue throughout their childhood and keep them protected from the risks of sun exposure.

### **Sun Care Awareness**

- ⤴ Parents/carers will be alerted to this policy.
- ⤴ The club staff discuss the importance of being protected from the sun with the children and activities designed to promote sun protection will be introduced.
- ⤴ Children are encouraged to wear protective clothing and sunscreen when exposed to the sun. (e.g. hats that cover the ears, face and neck, appropriate UV sunglasses and long sleeved clothing)
- ⤴ The staff act as role models and wear appropriate clothing to protect themselves.

### **Shade and Environment**

- ⤴ Seats and equipment will be moved to shaded areas.
- ⤴ Outdoor activities will take place in shaded areas where possible.
- ⤴ The staff will try and avoid taking the children outside in direct sunlight during the hottest part of the day from 11am – 3 pm.

### **Sunscreen**

- ⤴ Parents are asked to provide the club with sun cream (30+minimum) within the expiry date and labelled with their child's name
- ⤴ Children are supervised and encouraged to re-apply sun cream throughout the day where necessary. Written permission will be given by parents for staff to assist the children in applying the sun cream where needed.

### **Additional Information**

The SunSmart skin cancer prevention messages can be promoted by using the SMART code:

**S**tay in the shade 11-3

**M**ake sure you never burn

**A**lways cover up with a t shirt, hat and sunglasses

**R**emember to take extra care with children

**T**hen use at least factor 30+ sunscreen

SunSmart is the national skin cancer prevention campaign run by Cancer Research UK. (Sun protection policy guidelines for nurseries, pre-schools, primary and secondary schools in Wales.

<http://new.wales.gov.uk/topics/health/improvement/index/sunprotection/?jsessionid=69BpNlfM9NR6dc0pg8g4gBQGmKTTpTfNfPKn7swdSjYnZp99Xnbx!1323448023?lang=en&status=close.d> (accessed 29.10.14)

### **Uncollected Child Policy**

Parents of children starting at Bear Pak are asked to provide the following specific information which is recorded on the Registration Form:

- Home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative;
- Place of work, address and telephone number (if applicable);
- Mobile telephone number (if applicable);
- Names, addresses, telephone numbers and signatures of adults who are authorised by the parents to collect their child from the setting, for example a child minder or grandparent;
- The people who have parental responsibility for the child;
- Information about any person who does not have legal access to the child.
- On occasions when parents are aware that they will not be at home or in their usual place of work, they should inform us in writing of how they can be contacted.

Parents are informed that child protection procedures will be applied as set out in the child protection policy in the event that their children are not collected from the setting by an authorised adult within 30 minutes after the club has closed and the staff can no longer supervise the child on the premises

In the case of a parent/carer failing to collect the child, then the following procedure will apply:

- The child's file is checked for any information about changes to the normal collection routines;
- If no changes recorded, efforts are made to contact parents/carers at home and/or work;
- If this is unsuccessful, the adults who are authorised by the parents to collect their child from club – and whose telephone numbers are recorded on the Registration Form – are contacted.
  - All reasonable attempts are made to contact the parents or nominated carers.
- The child does not leave the premises with anyone other than those named on the Registration Form or in their file.

At no point will the child be left unsupervised. At least two members of staff stay to supervise the child until they are collected and reassure the child to minimise distress. If the child has not been collected after 30 minutes and attempts have failed in contacting the registered carers, the following procedures will be applied:

- The Person in Charge is to contact Social Services Emergency Duty Team and follow their advice.
- Under no circumstances does a member of staff go to look for the parent or take the child home with them.
- A full written report of the incident is recorded in the child's file.
- Parents will be charged in accordance with our Late fees (please see our Arrival and Collections policy)

**Social Services Emergency Duty Team: 029 20788570**  
**Day Time contact (up until 5pm): 01446 725202**

All Bear Pak staff will be required to read this policy on their induction and to comply with the contents of the policy. The policy will be kept in the policy folder and will be available for staff to refer to at all times. If incidences of non-compliance do occur, this will be dealt with on a case by case basis through performance management of staff. Any adverse incidents will be recorded and reviewed to ensure the policy is fit for purpose. The policy will be formally reviewed at least every three years.

## **Volunteer Code of Practice**

Volunteers are people who freely commit time and energy for the benefit of others in the community, the environment and for themselves. They do so by choice and without concern for financial gain.

### **Volunteering opportunities at the club may include:**

- ⤴ Supporting the work of staff within the setting
- ⤴ Providing/supporting activity sessions for children in the club
- ⤴ Supporting staff during trips
- ⤴ Assisting with fundraising activities

### **The Club:**

- ⤴ Recruits volunteers to complement work carried out by paid staff.
- ⤴ Values and supports all volunteers in the club.
- ⤴ Recognises that the time and contribution made by volunteers is of equal status to that of paid employees.
- ⤴ Upholds the principles of equal opportunities in recruiting and selecting volunteers.
- ⤴ Adequately insures volunteers.
- ⤴ Takes up references and DBS checks and where relevant checks by the Independent Safeguarding Authority on volunteers.
- ⤴ Ensures no student, volunteer or visitor is left unsupervised at any time and a record of their attendance, including date and time is kept.
- ⤴ Ensures that all volunteers under the age of 18 years of age are not included in the staff: child ratio.
- ⤴ Explains the club's standards and encourage and support volunteers to achieve and maintain them.
- ⤴ Clearly defines volunteer tasks and limitations on tasks within the club.
- ⤴ Names a designated person to whom the volunteer has reasonable access and who can provide them with supervision and support to ensure that they are suited to the tasks offered to them.
- ⤴ Properly prepares volunteers by providing an induction programme which includes any training necessary to enable them to carry out their defined tasks.
- ⤴ Ensures that volunteers know of, understand and follow the club's aims and objectives, values, policies and procedures including health and safety policy, equal opportunities policy, confidentiality policy and grievance and disciplinary procedures as part of their induction.
- ⤴ Refers any volunteers unsuited to the volunteering opportunities available in the club to a local volunteer's bureau (with local voluntary organisations association) as appropriate.

### **The volunteers:**

- ⤴ Help the club achieve and maintain its high standards.
- ⤴ Provide referees as agreed who may be contacted and agree to a DBS check being carried out where necessary.
- ⤴ Meet the time commitments and standards which have been mutually agreed and give reasonable notice where this is not possible so other arrangements can be made.
- ⤴ Perform the volunteering role to the best of their ability.
- ⤴ Follow the club's policies and procedures including health and safety policy, equal opportunities policy and confidentiality policy in relation to staff, volunteers and service users.
- ⤴ Maintain the confidential information of the club and of its service users.

This agreement is not intended to be a legally binding contract between Bear Pak and volunteers and may be cancelled at any time at the discretion of either party. This agreement does not constitute an intention of any employment relationship to be created either now or at any time in the future.

**Code of Practice for Involving Volunteers:** [www.wcva.org.uk/](http://www.wcva.org.uk/) (Accessed 29/10/14)

## **Whistle Blowing Policy**

Bear Pak expect the highest standards of conduct from all employees and volunteers. Any concerns raised will be taken seriously. Employees will be expected, through agreed procedures and without fear of recrimination, to bring to the attention of the Person in Charge any serious impropriety or breach of procedure. We recognise that the decision to report a concern can be a difficult one to make not least because of fear of reprisal. Bear Pak will not tolerate harassment or victimisation and will take action to protect you when you raise a concern in good faith. However, if you feel you have suffered harassment either directly or indirectly as a result of raising a concern, you should refer to the Complaints policy. This does not mean that if you are already the subject of disciplinary or redundancy procedures that those procedures will be halted as a result of your whistleblowing.

The types of activity that should be disclosed include but are not limited to the following:

- Fraud or corruption
- Unauthorised use of the club's property and equipment
- Abuse of employees or children (See child protection procedure for more information)
- Failure to comply with legal obligations
- Endangering themselves or another person's health, safety and well-being
- Damage to the environment and equipment of Bear Pak
- A criminal offence
- Showing undue favour to an employee or child
- Failure to comply with policies and procedures – Both external and internal
- Failure to meet expected standards of child care practices

### **Raising a concern:**

Any concerns about colleagues, malpractice and the operation of Bear Pak should be made in writing to:

Samantha Thomas  
Trinity Methodist Church  
Woodland Place  
Penarth  
CF64 2EX  
[bearpak@hotmail.co.uk](mailto:bearpak@hotmail.co.uk)  
07714509120

or alternatively;

Laura Williams  
07702873067

Where the issue concerns your managers or you believe she has failed to take appropriate action, then you should bring it to the attention of CIW:

CIW  
Welsh Government,  
Rhydycar Business Park  
Merthyr Tydfil  
CF48 1UZ  
Telephone: 03007900126

Email: [ciw@gov.wales](mailto:ciw@gov.wales)

Employees may wish to consult a trade union initially and bring a friend or trade union representative along to any discussions, so long as the third party is independent of the issue. Bear Pak will do its' best to protect your identity when you raise a concern. However it must be appreciated that, in the interest of natural justice, any investigation process may reveal the source of the information and a statement by you may be required as part of the evidence.

### **Course of Action**

The action taken by Bear Pak will depend on the nature of the concern. The matters raised may be investigated internally or in serious cases be referred to the police. Any allegations about children's welfare will be dealt with in accordance with our child protection policy. Any person, who is subject of an allegation, will be made aware of the investigation at an appropriate time and given the opportunity to respond. In order to protect individuals, initial enquiries will be made to whether an investigation is appropriate and, if so, what form it should take. Concerns or allegations that fall within the scope of specific procedures (i.e. Safeguarding or discrimination issues) will normally be referred for consideration under those procedures. Some concerns may be solved by agreed actions without the need for an investigation. The following process will be followed in the event of whistle blowing allegations

- The complainant will be asked to put the complaint in writing along with any evidence concerning the allegation.
- The complaint will be fully investigated, commencing within 5 working days of when the complaint was first received.
- A letter will be sent to the complainant detailing how we have dealt with the complaint and the outcome of the investigation.
- Action is implemented.

Each case will be investigated thoroughly with the aim of informing the complainant of the outcome of any investigation as quickly as possible.

### **Working in Partnership with Parents/Carers**

Upon showing an interest in registering with Bear Pak to use the club, parents/carers are provided with all the necessary information to enable them to make an informed decision about our service. This may include visiting the club at a mutually convenient time with their child to see how we operate. We work in accordance with the Child Minding and Day Care (Wales) Regulations 2010 by ensuring that 'Parents are kept fully involved in and informed about their child's activities, abilities and progress' (Accessed February 2015)

Bear Pak recognises and respects that parents/carers hold primary responsibility for their children and we work in partnership with parents to provide the best consistent care to meet the needs of their child. Bear Pak also recognises that parenting is a shared responsibility. When parents live apart, Bear Pak acts to ensure that both parents have the information they need so that they can be confident in the care that their child receives in club.

All parents/carers are provided with information regarding our policies, procedures and practices. A copy of our policies and procedures is on site at all times and available to parents on request. An abbreviated version of our policies and procedures is displayed in our parent handbook which are given to parents on registering their child and further copies of these are available on request. Parents are made fully aware of our typical routine on visiting the club and a copy of the daily routine can be found on our noticeboard along with a copy of our weekly planning.

The club is registered with CIW and will be regularly inspected. The inspection reports can be accessed by parents on [www.ciw.org.uk](http://www.ciw.org.uk) or by asking the Person in Charge for a copy which is available in the club.

Formal appointments can be made between the parent/carer and the Person in Charge to discuss a child's progress and/or behaviour. These appointments can be held outside club hours in a private location suitable for both parties. The club's confidentiality policy is followed in such circumstances. To make an appointment, simply contact the Person in Charge on the Bear Pak mobile phone.

Parents/carers are required to sign a contract with Bear Pak before their child starts attending. All written records kept on their own child are accessible to parents/carers, except where this would place the child's welfare at risk. At no time will parents/carers be able to see information about another child. Copies of the contract and registration form can be found onsite at the club.

Club staff are available during club hours for an informal chat to parents/carers about their child's individual needs and progress. Staff are aware of the need to maintain privacy about matters concerning children and families and the need to share information appropriately. Any requests by third parties for information about any individual child will be discussed with their parents and information shared only with their consent, unless to do so would place the child's welfare at risk. Regular information is provided to parents of the activities children participate in through children's work being displayed and photographs of children doing activities.

As detailed in the contract and registration form, parents/carers are responsible for notifying Bear Pak of any changes in the child's circumstances so that they can be added to the child's registration form and appropriate action taken.

Regular customer satisfaction surveys are carried out, usually by questionnaires, to ensure that the club's service continues to meet the needs of children and their families. Parents/carers are encouraged to actively take part in these exercises, as their opinion is important to the continued effectiveness of our service and their own child's well-being.

A parents notice board is placed within the club for parents/carers and children to be able to gain information on the club and its activities.

When fundraising events are being organised, we appreciate the help and co-operation of all parents/carers of children registered at the club. This may involve selling raffle tickets, volunteering to participate in fun, sponsored events or helping with publicity events.

### **Settling in Policy**

When we accept children in to our care, we recognise that the transition can be daunting for both children and parents/guardians. Therefore, we have measures in place to make the transition as smooth as possible so that children feel secure, happy and comfortable within their new environment. We aim to promote warm relationships, self-esteem and confidence for children in a nurturing atmosphere.

To aid transition into our setting we encourage parents to bring their children for an initial visit where the child and parents can witness what we do, get an understanding of the environment and get to know the staff that will be caring for the child. Following this, we recommend that children attend at least three settling in sessions where children will be integrated gradually in to our setting. Parents are more than welcome to come to these sessions and there will be no charge. We advise that parents stay for the first few sessions and gradually leaving the child for longer periods of time. We will work in partnership with parents and carers to settle the children in to our wrap around facility.

We recognise that each child is an individual and will require unique support within this process. To aid the transition, children will be assigned a key worker on entrance to our club who will work closely with the child and parents.

## **COVID-19 Policy and Procedure**

### **Overview**

COVID-19 is an infectious disease caused by a newly discovered coronavirus. Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, and those with underlying medical problems are more likely to develop serious illness.

The best way to prevent and slow down transmission is to be well informed about the virus, the disease it causes and how it spreads. Protect yourself and others from infection by washing your hands or using an alcohol based rub frequently and not touching your face. The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it is important to ensure you also practice respiratory etiquette (for example, by coughing into a flexed elbow). (WHO.int accessed on 16/08/2020).

### **Risk Assessment and COVID-19 Specific Hygiene Policy**

In order to reduce the risk of transmission, measures have been implemented to ensure the safety of all staff, children, parents/carers and the wider community. A weekly Covid-19 specific risk assessment has been introduced, and is reviewed and amended where necessary in line with Government and NHS guidelines. The daily risk assessment has been updated to reflect the measures implemented to ensure the risk of transmission has been reduced where possible.

Staff are encouraged to continue to maintain a distance of 2 meters between adults in the setting. Markings are laid out, both outside the main entrance door, and inside the building at a 2 meter distance in order to reduce the risk of staff, parents and carers being in close proximity.

All persons on site, including children, must wash their hands on arrival, either with antibacterial soap or using the hand sanitising gel. Hand sanitising gel stations are set up throughout the building, and children will be reminded frequently about good hygiene practices.

Toys and equipment are now separated into boxes and any equipment that is used is noted on our daily cleaning checklist. At the end of the session, all equipment that has been used during the day is sterilised and staff sign this off on the checklist. Additional staff are on hand during the session to carry out cleaning duties throughout the session.

Only essential visits on site such as inspections from appropriate/relevant authorities will be authorised in order to reduce the risk of transmission. Prospective parents and children visits can be arranged outside of operating hours, in line with current guidelines.

### **Personal Protective Equipment (PPE)**

The following items of PPE are onsite and available for staff to use when necessary:

- Disposable Gloves
- Disposable Aprons
- Disposable Face Masks
- Face Shields

It is the Person in Charge's responsibility to ensure there are sufficient supplies of PPE and antibacterial soap and antibacterial hand gel available. Staff must inform the Person in Charge if there is low stock of any of the equipment. Staff are not required to wear face coverings as of 6<sup>th</sup> September 2021 during the session but when leaving the hall, should wear them in the communal areas of the premises and on pick ups/drop offs at schools. This is in relation to the landlord's risk assessment on face coverings and guidance obtained from the Welsh Assembly Government stating; 'Face coverings are not considered to be PPE and are not required in a child care setting. However, where the setting feels their use would be needed, careful consideration should be given to how to do this appropriately and ensure the needs of children are met, particularly those with additional needs.' (WAG, 19/8/21). However, all visitors will be asked to wear a face covering unless exempt.

Staff are advised to take 3 lateral flow tests a week and to upload their results via the NHS portal. Staff are required to inform their manager of positive and void results which are recorded.

## **Symptoms, Presenting of Symptoms and Suspected Cases**

The Cardinal symptoms of COVID-19 are:

- High temperature (above 38oc)
- New, continuous, dry cough
- Loss or change in sense of taste and/or smell

Wider symptoms:

- Fatigue
- Myalgia (muscle ache or pain)
- Sore throat
- Headache
- Sneezing and/or a runny nose
- Loss of appetite
- Nausea
- Vomiting
- Diarrhoea

If there is a suspected case of COVID-19 outside of the setting but could affect others in the setting, (for example a member of a staff member or child's family has a suspected case of COVID-19) then management must be contacted at the earliest available opportunity.

If a child (over 5 years) presents with cardinal symptoms whilst onsite, the following procedure will take place:

- The child will be removed from the general group and taken to a specific First Aid room with 2 members of the team. (Trinity Methodist Church-Room 8/Wraparound Fairfield Primary-First Aid Room)
- Staff assisting will be required to wear PPE, face covering and remain at a distance of 2 meters.
- Parent/carer will be contacted and asked to collect the child. If parents cannot be contacted, emergency contacts should be contacted and asked to collect.
- If a high temperature is taken and recorded, this is to be re-taken after 15 minutes, if the child has not been collected.
- Parent/carer will be advised to book a test at a local testing centre-booking information can be found on <https://self-referral.test-for-coronavirus.service.gov.uk/antigen/name> (accessed 16.08.2020)
- It is the responsibility of the parent/carer to notify us of the result of the test before the child returns to sessions.
- A record will be made of the suspected case and kept on file in line with our data protection policy.

If a member of staff presents with cardinal symptoms whilst onsite, the following procedure will take place:

- The member of staff will be asked to leave the setting and take a test at the earliest available opportunity-booking information can be found on <https://self-referral.test-for-coronavirus.service.gov.uk/antigen/name> (accessed 16.08.2020)
- A record will be made of the suspected case and kept on file in line with our data protection policy.
- It is the responsibility of the staff member to notify Management of the result of the test in order to be advised on when they can return to work.

Children and adults will not be required to self isolate if only presenting the wider symptoms but should consider getting tested.

([https://www.ndna.org.uk/NDNA/Knowledge\\_Hub/Coronavirus\\_for\\_nurseries\\_early\\_years.aspx?utm\\_source=informz&utm\\_medium=coronavirus\\_update&utm\\_campaign=16\\_04\\_21&zs=4SXqN1&zl=mlw1](https://www.ndna.org.uk/NDNA/Knowledge_Hub/Coronavirus_for_nurseries_early_years.aspx?utm_source=informz&utm_medium=coronavirus_update&utm_campaign=16_04_21&zs=4SXqN1&zl=mlw1) – 16/4/21)

## **Confirmed cases of COVID-19**

In the event of a confirmed case of COVID-19 the procedure is as follows:

- The confirmed case will have to isolate for 5 days as per Government guidance. They can only return out of isolation if they present a negative lateral flow test on days 5 and 6.

- Using the Track and Trace system, all those who have come into contact with the confirmed case will be contacted and advised that we have had a confirmed case of COVID-19.
- Following Government guidelines and NHS advice, those contacted as close contacts via Track and Trace who have received 2 doses of the vaccine or are under the age of 18 will be advised to take daily lateral flow tests for 5 days and will not be legally required to self-isolate. Those who have not received both doses of the vaccine will be legally required to isolate for 7 days. (please note this advice is continually under review, please refer to <https://www.nhs.uk/conditions/coronavirus-covid-19/> (accessed 6/1/2022))
- If a member of staff has contracted COVID-19 due to occupational exposure, this will be reported under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) [www.hse.gov.uk/riddor](http://www.hse.gov.uk/riddor) Tel: 08453009923
- A notification will be made to Care Inspectorate Wales (CIW) and any confirmed cases of COVID-19 will be reported to CIW by the Managing Director.

### **Returning following self-isolation**

Please only return to sessions once symptoms have subsided and a **negative** COVID-19 test result has been obtained.

For further information relating to testing and self-isolation guidelines, please refer to:

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

<https://phw.nhs.wales/topics/latest-information-on-novel-coronavirus-covid-19/>

<https://www.gov.uk/coronavirus>

<https://gov.wales/guidance-childcare-and-playwork-coronavirus-html#section-43615>

This policy will be kept under review and updated in line with Government, NHS and PHW guidelines.

(Reviewed 6.1.22)