



Roehampton Club Crèche Parent Policies

Admissions policy

To ensure that your child's needs are met whilst in our care, we require a completed Registration Form, including parental consent for action in an emergency situation, before your child attends the Crèche. Understandably, we cannot accept your child into our care without this information and consent.

On arrival to the Crèche, please speak to a member of staff and highlight any specific requirements and / or needs your child may have. If your child has any medical conditions or additional needs, you will be asked to complete a Care Plan to accompany the Registration Form to ensure that your child's needs are met whilst in our care.

Accidents and incidents

We will ensure that you know everything about your child's visit and should your child have an accident or incident whilst in our care, depending on the severity, we will either contact you immediately, or inform you on collection and request that you sign the Accident Form which highlights the cause, effect and treatment administered.

All accidents and incidents will be dealt with by a qualified First Aider and the cause assessed to avoid re-occurrence. If your child has had an accident within the last 48 hours, or has an injury from a previous accident, we ask that you inform the team on signing your child in so that we can record the details and closely monitor your child.

Babysitting policy

Roehampton Club is happy for staff to offer babysitting services however this is completely separate from the crèche service and is between yourself and the staff member only. The club accepts no responsibility. You may be asked to sign a form confirming you understand.

Behaviour management

Your child will be encouraged to show respect for other people, their beliefs and opinions, and the childcare environment. Every child will be encouraged and nurtured without prejudice in the Crèche.

We recognise that children act according to their age and stage of development. Our staff are aware of the ages / stages of development and will use their knowledge and understanding of child development to appropriately manage your children's behaviour within the Crèche. The Team will work with you and your child to support appropriate behaviour, taking into consideration individual needs and abilities.

The Crèche Team will not attribute any terms to your child that may result in them being unnecessarily or inappropriately 'labelled'. We are fully aware that feedback regarding negative behaviour should always be delivered in a calm and controlled manner. Positive methods of guidance will be used at all times and will include redirection, anticipation and avoidance of potentially volatile situations, positive re-enforcement and praise.

Physical punishment is not an option, therefore reprimanding in the form of smacking, shaking, shouting, or other methods which may be regarded as humiliating, threatening, or frightening will never be used. The Crèche Team will speak to children calmly and gently yet will be firm when required. The only circumstance in which it may be acceptable and necessary for a member of the team to raise their voice would be as a warning to alert danger. Any behaviour causing concern or of a consistent nature will be discussed with you and appropriate strategies planned, ensuring a consistent approach.

The team recognise that from time to time, some children will display behaviour that is classed as inappropriate. If this is ongoing, we will contact you to return to the Crèche.

Confidentiality

We will keep information held on your child confidential, except where there are concerns for a child's safety and welfare. In this instance, information may be shared with authorities in accordance with the Local Regulatory Body guidance.

Equality, diversity and inclusion

We aim to provide inclusion and integration of children with disabilities and additional needs. We also respect and celebrate cultural diversity and actively promote positive images and positive role models to the children in our care. We will always endeavour to provide the best possible quality care for all children, including those with additional needs and will do our best to ensure that all children have the opportunity to reach their full potential.

Roehampton Club Crèche believes that all children should be treated as individuals in a manner appropriate to their age and stage of development. Awareness of a child's additional needs will not detract from their integration and inclusion within the environment and will be considered in supporting your child and their development whilst in our care. We therefore request that you provide any additional information to the team in order to support your child. It is important that this information is current and accurate.

A Care Plan will be written if your child is identified by you as having additional needs. This plan will be written in conjunction with you to ensure that we have as much information as possible to provide a safe environment for your child.

Fire safety and evacuating a building

On hearing the fire alarm:

- You are asked to evacuate through the nearest fire exit, please do not try to collect your child.
- You are asked to leave the Team to evacuate children safely, they cannot release your child until they have been given the all clear by the Fire Marshall.
- The team keep a register of the children in their care so that they are able to complete a head count before evacuating the building safely.

Once the children have been evacuated from the building:

- The team will complete a head count and name roll call at their designated meeting point.
- Our team members cannot release children to you whilst the fire alarm is sounding.
- If the Fire Marshal deems the building to be unsafe or unable to re-enter, the Crèche Team will set up a safety check point where they will release children one at a time to the parent / guardian who dropped them off using our signing in and out system.
- Your child will only be released back to you once they are safely in the building or signed out from the safety check point.

Illness

Roehampton Club Crèche does not believe that a group environment is suitable for an ill child. Therefore, children who are ill are not accepted into care for their welfare to reduce the risk of infection to others. This includes high temperature, sticky eyes, and headaches.

If your child has sickness and / or diarrhoea, they cannot attend until they are 48 hours clear from the time their symptoms have elapsed.

If your child has an infectious illness such as chicken pox, mumps, measles etc. they cannot attend even if they feel well due to the risk to others. If you are unsure whether your child is infectious you should seek medical advice.

If your child has a rash, or is suffering from a non-specific virus, they will not be accepted into care without first having received medical advice. Our team reserve the right to refuse admission to your child temporarily on the grounds of ill health if it is likely to cause possible harm to your child or other children without discriminating against your child's rights. We use the *Infection Control in Schools and Other Childcare Settings* document from Public Health England for reference.

Food and drink policy

Packed lunch / snack:

If you are providing your child with a packed lunch please note that we are unable to reheat food due to food safety. Lunchboxes and any other food must be clearly labelled with your child's name. We also request that fizzy drinks, nuts and nut-based products, including peanut butter, are avoided at all times, due to some children having severe allergies.

Formula milk for babies:

Where applicable, you must provide formula milk, premade in a bottle.

Intimate and personal care

All team members are aware of and have respect for cultural or religious sensitivities related to aspects of intimate care. The team will be expected to know how to care for children in intimate situations such as toileting and show respect for every child. Where possible your child will be encouraged to undertake as much of the process for themselves.

Lost or missing child

Should your child go missing from the creche, the Club procedure will be followed to make every effort to find your child quickly. If your child is not found within five minutes a member of staff will contact the police for assistance.

Medication

Your child may attend the Crèche whilst receiving medication if:

- They have a long-term medical condition and require ongoing treatment.
- They are well and not distressed but need to complete a course of treatment.
- They are no longer infectious.

In addition to the above conditions, the first dose must have been administered at home at least 24 hours before entering care.

Only prescribed medication can be administered by the Team, and a Medication Form must be completed. All medication must be clearly labelled with your child's name, the name of the medicine, the dosage frequency, and storage requirements. All measuring spoons or medicine syringes must be provided.

If your child requires lifesaving medication or medicines that require technical / medical knowledge, a meeting must be held with the Crèche Manager, in advance of care being provided. At this stage, a Child Care Plan (CP) must be completed and a Call to Action Plan devised, including identifying suitable training from a health care professional. The CP will then be sent to our insurance company for approval and to instruct us if special conditions need to be implemented to accommodate your child. You will be informed of the outcome, and training will then be undertaken. We will endeavour to ensure that this process is as quick as possible to avoid any delayed starts in your child attending care. It is your responsibility to inform the team of any changes to your child's condition and / or medication.

Photography

The Team may take photos of children in our care for marketing purposes, however in this instance you will be asked to sign a consent form on each occasion. Team members may only take photos on company devices. If you have not given us consent to photograph your child we will make sure they do not appear in any still shots or video footage.

In order to maintain a strict photography policy, children who attend one of our settings with a mobile phone or photographic device will be required to check this in with a team member for safe keeping while they are in our care. These will be returned at the end of their session.

Website and social media

Our website is used for the express purpose of disseminating information about the types of services we provide and allowing individuals the opportunity to communicate with us and express an interest in those services.

We respect your privacy and treat your data with the greatest care based on our GDPR policy. We will not pass your details on to any third parties, should you have any questions about how data is collected and stored please refer to our Settings Privacy Policy and Setting Data Protection Policy available on our website and printable on request.

Safeguarding

The welfare of your children is paramount and should any colleague, parent or visitor have concerns for your child's welfare they should speak to the Crèche Manager and follow the reporting procedures. These should be followed in conjunction with the Local Authority Safeguarding Children Board to ensure your child is safeguarded from harm. If the matter relates to a member of the Crèche Management Team, concerns should be directed to a Senior Manager at Roehampton Club or the Local Authority Designated Safeguarding Officer.

Security

When leaving your child, you are required to sign them in and out of care. We ask that all parents comply with our procedure to safeguard your child. Please ask if you would like to know the specific procedure followed.

Our systems include:

- Password verification on collection where necessary
- Signature Match

Children's safety is paramount and we reserve the right to refuse collection if they are unsatisfied with the identification of the person collecting. The child will remain at the Crèche until contact has been made with the parent / guardian and verification agreed for the other adult to collect the child.

Suitable People

The team are recruited for their experience and knowledge in childcare and their ability to make children feel secure whilst having fun in a safe environment.

All of our team members have a current Enhanced DBS check or PVG Scheme Record for Scotland, Access NI for Northern Ireland, including confirmation of vetting form, Garda check for Republic of Ireland, References and copies of qualifications have been viewed. In Scotland, staff are required to be SSSC registered.

We follow the legal requirements when it comes to the number of staff who hold valid Paediatric First Aid qualifications. Where possible we will exceed this number.

Sun protection

We actively encourage protection of children against the sun and request that every child attending the Crèche brings a hat, preferably with neck protection and lightweight clothing with either a full sleeve or short sleeve. Please apply sun protection cream to your child's skin or bring your child's own sun cream on the day and provide permission on the child's registration form for this to be applied by the child with assistance if required by a member of the team before playing outside in the summer months.

Children who do not have adequate protection will not be allowed to play outside to protect them from the harmful rays.

Adverse Weather and Early Closures Policy

We take the safety of your children very seriously and put in every effort to keep the setting safe for everyone. Unfortunately, there are times when we may take the decision to close the Crèche, however, this decision will not be taken lightly.

Should we need to close the Crèche due to an incident such as flooding or due to inclement weather (such as snow or excessive heat), we will send out an email communication to parents / guardians at the earliest possible moment. We will follow this up with a phone call, where we will leave a message if we are unable to reach you.

Toileting

In the Crèche, you must provide a bag which contains nappy supplies to last the whole session. Team members will only use what is in your child's bag and do not hold an additional stock of nappies and wet wipes. All children will be changed in a nappy changing area and hygiene standards are followed at all times. We ask that your child arrives at the setting in a clean and dry nappy.

If your child is being toilet trained, we ask that you provide spare clothes.

Uncollected child

In the event that you fail to collect your child from our care at the designated time, the Team will follow the company procedure to make every effort to contact you and keep your child entertained and safe until the situation is resolved.

If we are unable to contact you within a reasonable period of time, we will attempt to contact the listed emergency contacts. If they are unreachable, we will be left with no option but to contact the police due to our duty of care to your child.

Data Protection and Consent to Process Data

Roehampton Club will collect your personal data (which may include sensitive personal data) and will process your personal data for the purposes of providing you with childcare services. Without this data, we are unable to care for your child. Under UK Data Protection Law, we are obligated to share with you details of how we collect and use your data, as well as giving information on all your data rights. To access this information, please go to www.roehamptonclub.co.uk or request a copy onsite.