



# Dornoch Allsorts After-School Club Parent/Carer Handbook

including **COVID-19** updates

**(We will be reviewing this handbook on the last day of each month  
and any revisions will be communicated to users via e-mail)**



For further information & updates, please visit our website  
[www.allsorts-dornoch.org.uk](http://www.allsorts-dornoch.org.uk)

## **MEET THE TEAM**



### **Carla Gallon - Manager**

Carla has worked part-time at the Club since 2014, working during term time and holidays. Carla has an HNC in Childcare and Education, an SVQ IV in Children's Care Learning and Development, a BA (Hons) degree in Childhood Practice and most recently has completed a Post Graduate Certificate (Merit) (PGCE) in Primary Education. Carla also works with the Local Authority as Childcare Manager for Sutherland area.



### **Martin MacKenzie - Playworker**

Martin works Mondays and Wednesdays and every alternate Friday during term-time and various shifts throughout the Puddle Jumpers holiday programme. Martin joined the team at the beginning of 2016. He has now completed his SVQ III in Children's Care Learning and Development. Martin has been working with children in both educational and out-of-school care for about four and a half years now, and he loves seeing what interests them, and how they view the world. His favourite part of working at Allsorts is the fact that he gets to have fun while he works.



### **Jade Buchanan - Playworker**

Jade works Monday to Thursday term-time and various shifts throughout the Puddle Jumpers holiday programme. Jade joined the team at the beginning of 2016. Jade has completed an apprenticeship to gain her SVQ III in Social Care (Children and Young People). Jade has been an asset to the Club and has blossomed in confidence over these past few years. She has formed positive and trusting relationships with other staff, professionals, children and their families; a vital quality, that supports our ethos and aims as a Club.



### **Lynn Cairns - Playworker**

Lynn joined our team in September 2018 initially as a relief playworker. She works during Tuesdays and Thursdays during term-time and various shifts throughout the Puddle Jumpers holiday programme. Some of you may recognise Lynn as she also works in the school canteen. She is very enthusiastic about working with Allsorts and the children, and staff and children alike love having her work at the Club! Lynn is about to embark upon a Level III SVQ in Child Care, and we wish her the best of luck and will support her through her learning journey!



### ***I WOULD LIKE MY CHILD TO ATTEND THE CLUB WHAT DO I DO NEXT?***

There are a few simple things for you to do first! **We are required by law to have a fully completed Registration Form for each child that attends the club.** This will ensure that we have all the necessary information to care for your individual child/ren.

You can book a place for your child by simply texting the Club on **07900 24 74 54**. Minimum booking is 1 hour. We recommend that you book as early as possible to avoid disappointment as unfortunately we cannot always guarantee places. Please do **not** send your child to a club on his/her own without first booking a place as it is essential that we have prior notice to confirm a place available. **At this time, we request that bookings are made with one weeks' notice where possible to ensure that we can plan safely for accommodating all children.**

We encourage you and your child to visit the club before the chosen start date. This will provide the opportunity to become familiar with new surroundings, be aware of policies and procedures, ask questions and find out about the different activities and opportunities on offer. Allsorts is registered with the Care Inspectorate for 24 children (from 3-15 years old) in any session. **At this time, parent introductions are explained within this handbook. Children will be provided with tour of premises and routines will be explained on their first session at the Club. For further details of this please contact staff or the Manager.**

### ***OPEN ACCESS***

Parents are welcome to visit the centre at any time throughout the year. In term time our HQ is the canteen of Dornoch Academy. **Please note that due to current circumstances, parents and carers are not permitted in the building at this time. Arrangements can be made for "virtual" interactions where required.**



### ***WHAT ARE THE CLUB OPENING HOURS?***

Our Club is open from the end of the school day (2:30pm for P1-3 and 3:00pm for P4-7) until 5:30pm **Mondays to Thursdays ONLY during term time at present.** During holiday times the club is open from 8.30am until 5.30pm. **Please note the Club is not open during holiday periods at this time.** If for any reason the club cannot open, parents will be informed by telephone or email.



### ***WHAT IF CIRCUMSTANCES CHANGE AND I NEED TO CANCEL?***

There is no charge if more than 24 hours' notice is given. Cancellation on the day or no show will incur the charge for the full period booked (Charges for cancellation due to child sickness will be at the discretion of the Board). This policy is in place to support the planning of activities and ensure the appropriate ratio of staff to children at all times.

It should be noted that transferring days within a week, (e.g. due to last minute shift changes, etc.) will not incur charges during term times.

There are other circumstances which will not incur cancellation charges:

- ***Club closure***
- ***Special circumstances will be considered and are at the discretion of the club's Manager and/or Board of Directors.***

**The Club will not charge for cancellation due to a suspected/confirmed case of COVID-19. Parents MUST inform the Club if their child is absent as a result of suspected/confirmed case of COVID-19.**



### **WHAT ABOUT ARRANGEMENTS FOR COLLECTING MY CHILD?**

In term time we collect P1-3 children from Dornoch Primary School at 2:30pm. The older children walk across to the canteen in Dornoch Academy (Allsorts HQ) at 3:00pm. **For all "new starts" they will be collected by a member of staff on their first day at Allsorts, from their designated exit point at the School.**

When you register your child, you will be asked to provide the names of people permitted to collect your child at the end of the session if or when you are unable to collect them yourself. Please contact us if there are any changes to this. **Please note that collection procedures have changed as a result of COVID-19. Parents will be asked to remain in their vehicles / outside the club, and phone staff on the Allsorts phone (07900 24 74 54) and arrangements for safe handover will be made. Parents may be asked to come to the Allsorts garden, or children may be brought out to your car. Parents on foot are asked to remain in the school grounds, close to the bike sheds until they have spoken with staff. At all times during collection/drop-off process, parents and staff must ensure they are wearing masks.**

If you want your child to walk home from the club on his/her own, then we require you to provide permission for this within the consent section of the registration form. Please ask staff for further details if required. Your child **must** be collected from the club by 5:30pm. If you are unexpectedly delayed, please contact the club as soon as possible giving expected arrival time. Late collections will incur an additional charge of £5 up to and including each 15 minutes thereafter. Please do let us know if you will be late as this can be disturbing for both your child and the staff. Please note that if we are unable to contact you or the emergency contacts listed, within 30 minutes of your pre-arranged collection time, the Social Work department will be contacted for guidance. We require that this procedure be in place to ensure the safety and wellbeing of your child at all times.

### **SOUNDS GREAT! HOW MUCH IS IT GOING TO COST AND HOW DO I PAY?**

Allsorts is continuing to use a flat rate of pricing units, having now moved to a cashless system for all users. Payment can be made:

- By Cheque
- By BACS
- By Direct Debit
- Via Childcare Vouchers scheme
- Via Tax-Free Childcare scheme (from 'early 2017')

**Money must be in our bank account in the month of attendance, or in advance. Late payments are subject to a £5 late penalty charge.**

<b>Booking</b>	<b>Cost</b>
1 Hour (minimum booking fee)	£4.50
Cost per additional hour (chargeable in ½ hour increments)	£3.25

Our childcare rates continue to offer families value for money, resisting moving to a flat sessional rate as many other local providers have – ensuring families only pay for the childcare that they need.

To pay by BACS or Direct Debit, use the account details below. The reference should be your child's full name.

**Sort Code** 12-20-26

**Account Number** 06187332

**Account Name** Dornoch Allsorts After School Club

Bank of Scotland, Pentland House, 8 Lochside Ave, Edinburgh EH12 9GJ

**Please note that there is an annual £10.00 registration fee (payable in August) for all term-time users. Registration fees will not be collected this year (2020)**





## TAX-FREE CHILDCARE

Tax Free Childcare has been available to access since 2017 – users can pay up to £8,000 per child into a childcare account to receive up to £2000 of annual childcare credit. An effective 20% discount on childcare costs for those not otherwise eligible for government support. Information here: <https://www.gov.uk/government/news/tax-free-childcare-10-things-parents-should-know>



### **DO THE STAFF HAVE ENHANCED DISCLOSURES AND ARE THEY QUALIFIED TO WORK WITH CHILDREN?**

All staff have undergone Enhanced Disclosure checks and are either qualified or are working towards appropriate childcare qualifications, as required by current legislation. Ongoing training is a major part of their role to ensure continuous professional development and to promote and maintain the highest possible standards in our Club.

**Please be assured that all staff have been provided with training and information in advance of re-opening, to ensure that they are aware and fully understanding of the new/revised protocols and procedures in place relating to COVID-19. Full details of amendments to policy and practice can be found in the COVID-19 Policy (included at the end of this handbook)**



### **DO I HAVE TO PROVIDE A SNACK?**

Allsorts After School Club will provide children with a **healthy snack. This is included in the session fee.** If your child has any special dietary requirements, please make sure the relevant section of the Registration Form is completed and please keep staff informed of any changes. **Children must bring their own prepared lunch during in-service days and holidays.** This should follow healthy guidelines with no fizzy drinks or sweets. It is your responsibility to enclose an ice pack if perishables are provided. This ensures the club is adhering to environmental health guidelines. Staff at Allsorts are aware of and comply with examples of best practice which are detailed in the following publication: "National Protection Scotland Guidance on Infection Control". This document is available on the Parent notice board at the Club and can also be obtained online at: [http://www.allsorts-](http://www.allsorts-dornoch.org.uk/documents/allsorts%20policies/health%20and%20safety/infection-prevention-and-control-in-childcare-settings-may-2018.pdf)

[dornoch.org.uk/documents/allsorts%20policies/health%20and%20safety/infection-prevention-and-control-in-childcare-settings-may-2018.pdf](http://www.allsorts-dornoch.org.uk/documents/allsorts%20policies/health%20and%20safety/infection-prevention-and-control-in-childcare-settings-may-2018.pdf)

or via the Allsorts website at: [www.allsorts-dornoch.org.uk](http://www.allsorts-dornoch.org.uk)

**In line with current guidance, snack will be served individually to children by staff rather than providing communal snacks.**

### **WHAT SHOULD MY CHILD WEAR AND BRING?**

There is no need for special clothes. School uniform (on school days) or usual casual clothes are fine – but we spend a lot of time outside all year round and in messy play, so sturdy footwear & warm clothing with waterproof jacket are best. When trips are planned you will be told of any special clothing/footwear/change of clothing required. Allsorts has waterproof jackets, over-trousers and wellies for days spent in the Enchanted Forest. Please check we have wellies in your child's size or bring your own! We have old shirts for craft days & messy indoor activities.

**Please can you ensure that your child (where appropriate/necessary) has applied sun cream before attending the club. In addition, it would be useful for each child to carry their own sun lotion to re-apply as required. Please ensure that children come prepared for being outdoors in any weather!**



### **WHAT TYPE OF ACTIVITIES WILL MY CHILD BE DOING?**

Allsorts is about FUN and ADVENTURE for the children, based on creative and woodland play. Outdoor sessions take place *generally* on Tuesdays, Wednesdays & Thursdays but children are outside every day if possible. Children enjoy exploring, climbing trees, den building, pond dipping and

outdoor cooking. Please note that during these outdoor sessions your child will be exposed to "adventurous play scenarios" and there is an increased risk to injury involved in these types of situations. Should you not wish for your child to partake in these such activities then please ensure that this is noted in the consent section of their registration form. They create their own world where they are fairies, pirates and warriors in the Enchanted Forest. We encourage child-led free play and involve the children in choosing the activities inside and out. On inside days we have art & craft materials but often the children choose to follow their own imagination making tents under tables or spaceships from cardboard boxes! We also have a chill-out zone & story corner for those wanting some quiet time.

To meet the above, Allsorts After-School Club will:

- Ensure play is supervised by trained staff who understand the importance of appropriate interaction with children
- Consult with children to plan and provide a range of activities to meet their needs. Children's opinions about activities will be taken into account and valued.
- Where possible also seek to bring in outside agencies such as sports coaches and guest speakers to enhance each child's time at the club and encourage parents with skills to discuss with the Playworker staff, opportunities for sharing these with staff/and or children.
- Provide a wide range of equipment and resources including multi-cultural and inclusive toys and books to support activity plans.
- Facilitate activities that will encourage children to think about their own health, lifestyle and relationships with those around them.

Through a system of effective communication between all those involved in the club we will provide happy, safe, stimulating opportunities for children of school age whether they attend every day or on an ad hoc basis. Our staff have been trained and can teach the children safe use of tools. There will always be a current First Aid practitioner on site each day. The club is committed to Article 31 in the United Nations Declaration in 'The Rights of the Child' (1989) – The Right to Play which states that, "Every child has the right to rest and leisure, to engage in play and recreational activities appropriate to the age of the child and to participate freely in cultural life and the arts." We aim to support all round development in children and young people by promoting and supporting play. **Please note that during these unprecedented times, some of the opportunities outlined above may not be available, in line with Scottish Government guidance regarding Health and Safety and Infection Prevention and Control.**

### ***WHAT PROCEDURES DO YOU HAVE IN PLACE SHOULD MY CHILD BECOME ILL OR HAVE AN ACCIDENT AT THE CLUB?***

If your child becomes unwell or has an accident at the club, you or someone from your emergency list will be contacted immediately, should staff feel it is appropriate to do so. In all cases, you will be informed when your child is collected. All accidents, however minor, are recorded in the club Accident Log which should be signed by parents/carers and staff. **Please note that currently there are separate protocols in place with regard to COVID-19. Details of these can be found within the COVID-19 Policy which can be found at the end of this handbook.**

Allsorts actively promotes and encourages children to assess risk for themselves; this said, at all times when using more "dangerous resources and equipment" such as the fire, knives, ropes and trees for example, these will be supervised by a member of staff. It must be noted that however that accidents do happen, and in the case of an accident occurring whilst using these "more dangerous resources and equipment" the risk of injury is increased, as is the possibility as to the severity of the injury. Please advise as staff member if you wish to discuss this further or if you decide that you do not wish to give permission for your child to be involved in such activities.



## **MY CHILD HAS TO TAKE REGULAR MEDICATION, WHAT SHOULD I DO ABOUT THIS?**

Any medication that your child self-administers (e.g. an inhaler) must be noted on their registration form. Your child is responsible for its safe keeping. Allsorts can only administer medication that has been prescribed by a doctor, has the child's name on the label and the dose stated correctly. Parents must complete and sign a Medical Consent form and ensure that they are responsible for administering the initial dose of medication, to ensure that there are no adverse reactions or allergies to it. Please see the Medication Policy for more details. We cannot give un-prescribed medicine such as Calpol. **We would appreciate that children are not sent to the club if they are unwell.**

With regard to infectious illnesses, the following are guidelines as set out in the Highland Council Infection Control Guidelines, for the minimum period that children should not attend the Club. All children with sickness and/or diarrhoea should remain absent until 48 hours after symptoms have ceased.

<b>Chicken Pox</b>	<b>5 days from onset of rash</b>
<b>Rubella</b>	<b>5 days from onset of rash</b>
<b>Measles</b>	<b>5 days from onset of rash</b>
<b>Mumps</b>	<b>Until swelling is reduced, but at least 9 days from first symptoms</b>

**Please follow current National Guidance in relation to COVID-19. DO NOT send your child to the Club if they show any of the following signs or symptoms of COVID-19:**

- **A new, continuous cough**
- **A high temperature or fever**
- **A loss or change to sense of smell or taste**



## **WHAT SHOULD I DO IF THE WEATHER IS BAD?**

In the event of adverse weather, we advise you to listen to the local radio station. They provide regular updated information regarding school closures. In the case of severe weather conditions or other unforeseen conditions when the school/s are closed in advance (i.e. in the morning), the Allsorts After-School Club will also be closed. After school hours: Allsorts After-School Club will stay open as long as Dornoch Academy is open. In the event of deteriorating weather during club time and children need to be sent home, we will contact you or someone from the emergency contact list to come and collect your child as soon as possible.

It is important that any changes in collection, bookings etc, are made known to the play workers especially in adverse weather conditions. Parents are asked to note that staff may have to make on the spot decisions on whether to stay open or to close, in order to ensure the safety of the children. Please ensure that emergency contact numbers are correct and up to date. If you have any questions regarding the above please discuss them with the playworkers, Manager or any member of the Board.

## **IF I HAVE A COMPLAINT OR MY CHILD IS UNHAPPY AT A CLUB WHAT DO I DO?**

The Allsorts After School Club policies and procedures are displayed in a folder at the club and can be accessed by parents/carers/staff at any time. They are also available in the library section of our website [www.allsorts-dornoch.org.uk](http://www.allsorts-dornoch.org.uk)

Allsorts aims to promote and maintain open and honest communications. Please be aware that our 'open door' policy welcomes your ideas and suggestions for the club. However, if you feel that your child is having a problem or is unhappy at Allsorts After School Club please discuss this with the Playworker staff in the first instance. This is also the procedure should you have a complaint. If you are still not satisfied and wish to discuss the matter further, you can contact our Manager Carla Gallon who is in the club every Friday, via telephone: 07871 945 513 or via email [allsortsdornoch@outlook.com](mailto:allsortsdornoch@outlook.com).

You are also able to speak to the Care Inspectorate at any time to discuss concerns and/or complaints, on their helpline 0845 600 9527. The address is:  
Care Inspectorate,  
Scottish National Heritage, Great Glen House, Leachkin Road,  
Inverness IV3 8NW  
Telephone: 0345 600 9527



### **HOW CAN I GIVE FEEDBACK OR SUGGESTIONS FOR THE CLUB?**

Allsorts After School Club welcomes parental input. There is a parent's notice board at the club, so please take time to have a look. You can see photos of the children at play, pick up information (e.g. on Kiddivouchers) or leave comments. We often ask for a post-it response to a particular question – which you can complete in the time your child gets his/her coat! We regularly send out questionnaires so we can get feedback on how we are doing and how we can improve. Informal feedback and suggestions can be made to staff or the board of directors at any time. Directors are elected at the AGM in June and the majority are parents of children at the club. Children are regularly consulted about activities, choices for snack menu and equipment purchase as well as discussing and agreeing Club Rules. You will also always be informed of the outcomes from such questionnaires and surveys.

If you need to speak to a member of staff in more detail, this is best done by phone or a meeting arranged outside the club hours to avoid disrupting play and to ensure confidentiality. Allsorts welcomes suggestions & comments from parents, who are welcome to attend Board Meetings or join the Board of Directors. Emails can be sent via the website. **Please note that during this time, feedback will be sought from service users via alternative methods such as online surveys, e-mails or where appropriate via online meetings. Please do not hesitate to contact the staff or Manager should you wish to provide feedback.**

### **FURTHER INFORMATION**

**GIRFEC:** Getting It Right For Every Child - is important for everyone who works with children and young people – as well as many people who work with adults who look after children. Practitioners need to work together to support families, and where appropriate, take early action at the first signs of any difficulty – rather than only getting involved when a situation has already reached crisis point. Allsorts staff are committed to working within the framework and guidelines of GIRFEC. According to these guidelines it states that “there are 8 things that every child needs to have a good life – being **safe, healthy, achieving, nurtured, active, respected, responsible and included**. Your child will have a **Named Person** who is there to look out for you and your child if you need help. This person is (in the case of Nursery children) the Local Health Visitor, (and for Primary School aged children) the School Head Teacher. Allsorts staff will work in partnership with the **Named Person** to ensure that your child has the 8 things required for a good life. For further information about GIRFEC and what it means to you as parents/carers, please do not hesitate to contact the Manager (Carla Gallon) or use the following links:

<http://www.scotland.gov.uk/Topics/People/Young-People/gettingitright>

[www.wellbeingforyoungscots.org](http://www.wellbeingforyoungscots.org)

[www.alliance-scotland.org.uk/what-we-do/projects/getting-to-know-girfec/](http://www.alliance-scotland.org.uk/what-we-do/projects/getting-to-know-girfec/)

There is also an “Easy Read Guide” to GIRFEC available on the Parent notice board at the Club.

**Allsorts Mobile: 07900 247454**

**Website:** [www.allsorts-dornoch.org.uk](http://www.allsorts-dornoch.org.uk)

**E-mail:** [allsortsdornoch@outlook.com](mailto:allsortsdornoch@outlook.com)

***Search for Dornoch Allsorts on Facebook!!***

*Dornoch Allsorts After School Club is a Scottish Charity No SC034176.*

*It is a company limited by guarantee, registered in Scotland, number 356347.*

*The registered office is 9 Ross Avenue,  
Dornoch IV25 3TD*



The following pages contain further information relating to some of our policies and procedures, which are important for you to be aware of prior to using the service namely;

- Parent Introduction
- Behaviour Management policy
- Confidentiality Policy
- Complaints Policy
- **COVID-19 Policy**

**At this time, Policies will be shared through this handbook, via e-mail and online on the allsorts web-page: [www.allsorts-dornoch.org.uk](http://www.allsorts-dornoch.org.uk)**

**Please also note that at this time, where signatures are required on paperwork (registration forms, medication consent, accident/incident forms for example), electronic signatures will be accepted if wet signatures cannot be given.**

## **PARENT INTRODUCTION**

All parents will read or be verbally informed of this Introduction Policy in conjunction with the Parent checklist. **At this time, this policy will be shared in the handbook only, or through e-mail. Furthermore, the Children's Introduction policy will be suspended for the time being and alternative means of introducing children to the setting and the routines will be implemented.** This Introduction Policy will ensure that all parents know who to contact, or where to gain further information on particular subjects. During introduction/welcome to the club, all parents will be informed about the following:

**Enhanced DISCLOSURE** - *Staff*. The board is responsible for ensuring that all staff have undergone an Enhanced Disclosure Check.

**Care Inspectorate registration** – *Premises*. Letters/copy certificates or details of where to find these within the Club, i.e. on notice board/Allsorts website. The Allsorts registration number is CS2003008589.

**Insurance** - Employer Liability/Public liability – copy of certificates or details of where to find these within the Club i.e. on notice board/Allsorts website.

- You will be informed of fees and payment terms, which are included in the Club handbook. If you have any queries or problems regarding this matter, please contact the staff. Staff should ensure all registration forms are completed, including emergency contact numbers etc. Parents will note that if for any reason they are going away for the day, they should inform the club. In the event that your child becomes ill, you may wish to give a second or third contact number for that day.
- Staff will inform parents about confidentiality – all information either written or verbal will be kept with staff members/regular volunteer helpers only and will be treated in the strictest of confidence.
- Staff will discuss general activities that occur at Allsorts. If Allsorts is planning a specific activity in a particular week, staff will notify/inform parents, particularly if any special equipment/clothing is required, e.g. boots for a forest walk etc.
- Staff will inform parents about the Healthy Eating/Health Education procedures in place, i.e. to be fair to the other children, please ensure that no child brings in sweets or fizzy drinks to Allsorts. Healthy eating is actively promoted.
- Complaints. Staff will inform parents about the complaints/grievance procedures in place and draw their attention to these in the Welcome Pack/handbook.
- Parents will be informed about methods of communication used for sharing information about the events of the club, for example through social media (facebook and twitter), website, or email.

## **Behaviour Management Policy**

At Allsorts we will follow this behaviour management policy to ensure that we promote positive behaviour at all times and will deal with any difficult behaviour in the best possible way. Our children have been dynamically involved in the process of creating rules and ideas of expected behaviour to follow whilst at the Club.

### ***We expect the children to follow the rules of good behaviour which are:***

- \* Showing respect for each other and adults
- \* Listening to each other and adults
- \* Sharing with others and letting them join in with games
- \* Tidying up toys, outdoor clothes and snack things
- \* Walking in the corridors and anywhere indoors, not running so to avoid accidents.
- \* Avoiding accidents and hurting others wherever possible; children using own skills in risk-assessment
- \* Being nice to others and not hurting anyone's feelings
- \* Staying out of areas such as the tills of the canteen, the cooker in the kitchen etc, and any other areas that adult deem unsafe for children (e.g. areas of the school garden)
- \* No shouting or swearing
- \* Being polite to others and saying please and thank you and helping one another
- \* Looking out for one another especially in outdoor play
- \* Ensuring children come back when in the outdoor garden by using an agreed communication method

### ***We will promote positive behaviour by doing the following:***

- \* Acknowledging children's feelings
- \* Separate the behaviour from the child i.e. the behaviour is unacceptable not the child
- \* Talking to parents about children's behaviour
- \* Using words to describe how a child is feeling
- \* Being consistent with praise and reinforcement
- \* Use praise that is relevant to the individual child and what he or she has done
- \* Using time out if a child needs space to think and wind down
- \* Step into situations when needed to resolve them
- \* Work out what has happened in a situation so that you give attention to the child that has been hurt
- \* Ensuring children have fun and are busy with something to do

### ***We will use the following strategies for dealing with any difficult behaviour:***

- \* Ignore unwanted behaviour if it is simply attention seeking and it is safe to ignore it
- \* Take children away from the situation and talk to them calmly until they can return to the situation
- \* Talking to children about the problem to find out what is causing the behaviour
- \* Asking children to make up with other children if they are able to
- \* If children are showing difficult behaviour outdoors, warn that if it continues, they may be taken away from the activity for a period of time.
- \* Use a warning system with a countdown for example, and be sure to follow this through, and if the behaviour continues then talk to the child's parents about it. If a child persistently displays difficult behaviour whilst at Allsorts there will be an option of excluding them. In the case of a temporary exclusion a meeting will be held with the parent and child to agree the length of the exclusion and conditions for return. This agreement will be signed.
- \* Be consistent; if children are taken away from activities/play for hitting once, ensure continuation of this for repeated behaviour
- \* Where appropriate and in partnership with parents, work out an agreement with the child and parent/carer as to what behaviour is acceptable and unacceptable and get the child and parent/carer to sign it
- \* Never use physical punishment of any kind
- \* Only manually handle a child if they are in danger of hurting other children, a member of staff or themselves and only do so in the safest possible way. Ensure to record all incidents of this appropriately using the relevant forms
- \* Never make a child feel humiliated, if you give them time away from an activity, then let them have this time to think things over, do not keep going on at them
- \* Always ensuring the children are clear that it is the behaviour from them that is unacceptable, not the child themselves

## Confidentiality Policy

Confidentiality should be observed in all aspects of working with children except in exceptional situations as outlined in our Child Protection Policy. Failure to adhere to the confidentiality policy may be regarded as gross misconduct and form grounds for instant dismissal.

Confidentiality should be maintained regarding children and their families and staff/volunteer details.

Areas of confidentiality include:

- Medical details except where notification is required (e.g. head lice, chicken pox)
- Marital status
- Financial matters including those of parents who receive assistance with childcare fees
- Parent/guardians' employment situation
- Parent/guardians' and children's home situations where information has been given to the group in confidence
- Court orders e.g. access rights, Social Work placements etc.
- Child Abuse (see above)
- Religion
- Children's addresses/phone numbers unless permission is given (e.g. by a committee member to have their phone number listed for contact)
- Any records relating to the child within the club such as accident/incident unless these require to be shared with parents and/or other relevant professionals
- Records relating to staff and volunteers of the club

***All personal records must be kept in a safe, preferably locked place.***

## User's Complaints Policy

Allsorts After-School Club is committed to the development of the whole child by offering quality play, care, and education, respecting the rights and needs of all children and their parents or carers.

If any user of Allsorts After-School Club has a complaint, they can:

- Discuss the issue informally with Staff member at the Club. This informal complaint should be investigated and resolved to the satisfaction of all parties within 7 working days.
- If this does not resolve the issue, discuss the matter further with the Manager. This complaint should be investigated and resolved to the satisfaction of all parties within 14 working days.

If the matter is not resolved within the agreed timescale, they can:

- Discuss the matter further with the Chair of Allsorts After-School Club Board of Directors. The complaint will be investigated and responded to within 14 working days.

At **any** point, the user may wish to refer the matter to a higher authority (e.g. The Care Inspectorate, 1<sup>st</sup> Floor, Castle House, Fairways Business Park, Inverness, IV2 6AA or via the helpline on 0845 600 9527) who, along with the Allsorts After-School Board of Directors, will reach a final decision.

Allsorts is committed to maintaining a culture where it is safe and acceptable for all employees and users to raise concerns about poor or unacceptable behaviour – this is detailed in the Whistle Blowing Policy.

**PLEASE NOTE ALL POLICIES ARE REVIEWED AND WHERE NECESSARY AMENDED ON AN ANNUAL BASIS, AND MORE REGULARLY SHOULD THE NEED ARISE. THE POLICIES CONTAINED IN THIS HANDBOOK ARE THE MOST CURRENT AND UP TO DATE VERSIONS OF THE POLICY WHICH HAVE BEEN RATIFIED/AGREED/ AND SIGNED BY THE BOARD, MANAGEMENT AND STAFF. PARENTS ARE WELCOME TO PROVIDE INPUT, SUGGESTIONS AND CHANGES THAT THEY WOULD LIKE TO SEE WITHIN ANY OF OUR POLICIES.**

# **Dornoch Allsorts After-School Club: Policies & Procedures**

## **Coronavirus (COVID-19)**

### ***Statement***

This policy is based on the Scottish Government's Guidance on re-opening school age childcare services published 30<sup>th</sup> July 2020 as well as Coronavirus (COVID 19): Advisory Sub-Group on Education and Children's Issues – advisory note on physical distancing in early learning and childcare settings (ELC).

### ***Risk Assessment***

Dornoch Allsorts After-School Club have comprehensive COVID-19 Risk Assessments in place which consider all risks identified in respect of COVID-19 and while taking account of the relevant guidance from Health Protection Scotland and the Health and Safety Executive. Risk Assessments have been compiled collaboratively between our senior management, staff team and representatives from our Board of Directors and service users and will be communicated to all families in advance of children returning to our childcare settings.

### ***Infection Prevention and Control***

While Dornoch Allsorts After-School Club has a specific Infection Prevention and Control policy, further measures will be introduced to minimise risk. In line with the relevant Scottish Government guidance this will include the following enhanced cleaning practices:

- Thorough deep-cleaning of the premises with increased regularity in accordance with requirements outlined within the Scottish Government guidance and in-line with the schools enhanced cleaning measures.
- Ensuring all surfaces, including door handles, bannisters and other common touchpoints will be disinfected at least twice during the sessions.
- All indoor childcare equipment available for use will be cleaned according to our equipment cleaning procedures detailed within our Risk Assessment, on a daily basis until further notice.
- Children are discouraged from bringing personal effects into the club environment and school bags and other personal belongings will not generally be accessible throughout the session, unless in exceptional circumstances.
- Additional cleaning time will be allocated to staff at the end of each session to ensure all play spaces are fully cleaned prior to use the following day and a five-point cleaning system will be used for tables and touch points for example (wash/wipe/spray/rinse/dry method used).
- Sanitising spray will meet WHO standards for use, with minimum 70% alcohol.
- Soft furnishings will be removed at this time. Resources used, will be cleaned regularly.
- Mandatory handwashing for all Dornoch Allsorts After-School staff, upon arrival for work and at regular intervals throughout the course of the sessions.
- Mandatory handwashing for all children upon arrival at the club, when moving between play spaces/areas and at regular intervals throughout the course of the sessions including before and after snack for example. When outdoors, the use of hand sanitiser will be encouraged on a regular basis.
- Promotion of good hand hygiene to all staff and children including increased signage.
- Access to warm water and soap/hand gels in the premises. When outdoors, access to hand sanitiser will be available and children will be encouraged to bring and use their own.
- Encourage children and staff to avoid touching their eyes, noses and mouth with unwashed hands.
- All crockery and cutlery will be cleaned using a detergent cleaning process and at high temperatures; allocated cleaning cupboard used solely for this purpose by one member of staff at a time.
- Designated and clearly marked areas for use within the canteen in order to minimise contacts. Until further notice, use of the H.E room will not be permitted. A fridge will be provided for use within the canteen.
- When using shared corridor and stair spaces in the Academy, staff will wear masks at all times. Children and staff must not use the corridor when there are other school users in the corridor.



- Toilet access will be given for Allsorts staff and children exclusively. Toilets must not be used by staff and children at the same time.
- Single entrance/exit point for staff and children only. No parents are permitted in the building at this present time.
- Doors and windows may be kept ajar to ensure improved ventilation whilst indoors at Dornoch Allsorts After-School Club.
- Communally accessed foods given at snack time, will now be provided to children by staff individually, adhering to the appropriate procedures relating to the preparation and serving of foods until further notice. Bottled water will be provided at this time.
- All staff and children will be encouraged to use disposable tissues for any coughs and/or sneezes and these should be disposed of in the nearest waste bin as soon as possible.
- Staff will at all times adhere to social distancing measures between each other.
- All baking activities at Dornoch Allsorts After-School Club will be postponed until further notice.
- The majority of sessions will be run outdoors (in all weathers) unless it is deemed unsafe, in order to maximise use of outdoor spaces as per Scottish Government Guidance.

### ***Outdoor Play***

We will continue to maximise outdoor play opportunities for all children to minimise indoor contacts. Children must be dressed appropriately for the weather; Allsorts Dornoch After-School Club will retain a small amount of spare outdoor clothing for use if necessary. Opportunities for hand-washing outdoors will be minimal, so we ask that children take a small bottle of hand sanitiser for personal use, to keep in their coat pocket at all times.

### ***Physical Distancing***

While it remains essential that a holistic approach is maintained in caring for children, in order to minimise risks of transmission, staff should remain physically distanced from children where possible. Prolonged periods where adults and children are in close proximity should be limited as far as possible and the risk of any required close contact will be mitigated by undertaking any close-proximity engagement in outdoor environments as much as is reasonably practicable and the use of PPE (aprons, gloves and masks) will be made where appropriate. The Strategic Framework for Reopening Schools and ELC states that it is not appropriate for young children or for some children with Additional Support Needs to maintain physical distancing either practically or in terms of child development and this will be taken into account on an individual basis. As per our risk assessments, children will be expected to maintain safe and appropriate distances from adults, as well as when entering and departing the building and accessing toilet areas. As far as practicably possible, children will be encouraged to practice social distancing. Until further notice we it is not permitted for parents/carers to access the building at any time to minimise the risk of cross contamination through a general reduction of footfall in the building.

### ***Limiting Children's Contacts – "Groups"***

While the cohort model that was in place for childcare services previously will no longer be expected, the Scottish Government have indicated that children's contacts should be limited wherever possible. This will reduce likelihood of direct transmission while allowing for more effective contact tracing through the Test and Protect approach. Government advice indicates that services should ensure contacts are limited by managing children in groups. However, Dornoch Allsorts After-School Club is a small facility, and as such it is not expected that large numbers of children will use the service at any one time. Giving consideration to the wellbeing of the children, the Club will ensure that children are not mixing in groups of more than 10.

### ***Blended Placements***

As outlined in the Scottish Government guidance, where possible settings should seek to keep groups consistent with schools and classes in order to minimise contacts. We would, therefore, discourage parents/carers to limit the number of settings your child/ren attends and to ensure you please notify us of any additional childcare services you are using in the event of an outbreak and to adhere to the relevant Test and Protect requirements.

### ***Physical Distancing between Adults and PPE***

While it is acknowledged that physical distancing between children is not required, and that distancing between adults and children may not always be practical, physical distancing between adults will be maintained at all times. Dornoch Allsorts After-School Club staff will remain 2 meters apart throughout the sessions. Staff will also all be issued with face masks to use whilst in the environs of the club (e.g. the Academy corridors). There will be a reduction of footfall within the Academy premises to minimise the risk of cross-contamination and we will request that parents/carers please wait outside when collecting/dropping off children and do not enter the building at any time. Parents should call the Club mobile (07900 2474 54) when they arrive on site, where further guidance will be issued. We will regularly review these procedures and may introduce further measures such as staggered or allocated collection times if deemed necessary. Furthermore, meetings and discussions with parents/carers where required, will no longer occur face-to-face and will be conducted remotely through a variety of methods until further notice.

### ***Evacuation Procedures***

In the event of an emergency, evacuation of the premises will take place as per current policy. Regular Fire Safety Risk Assessments will be undertaken to ensure that effective protocol is in place.

### ***When a child or staff member displays symptoms***

If a child displays symptoms consistent with COVID-19 while in the setting, a specific allocated space with good ventilation will be made available for the child to immediately go to and wait until they can be collected by a parent/carer. At Dornoch Allsorts After-School Club, children will be taken outside to the shelter of the bike shed. At all times staff will remain socially distanced from child and PPE will be worn. Any siblings of the child will also be collected at this time. Parents will be asked to obtain a test for their child and follow the Test and Protect protocols. Further specific advice is available via Health Protection Scotland. We will regularly remind all families and staff members that individuals who display symptoms, or who have household members who have symptoms, should not attend the setting, and should follow advice to self-isolate and book a test. Should a positive COVID case be identified in an Allsorts staff member or service user, the entire service will be closed for 14 days from the date of identification, and the Senior Management of the Campus will be informed and the Health Protection Team will be contacted.

### ***Test and Protect and Record Keeping***

In line with the guidance, clear records showing which adults and children spend sustained periods of time together will be maintained in order to support effective practice in following Test and Protect protocols in the event of an outbreak. Childcare settings are considered complex settings and cases will be prioritised and escalated to specialist local health protection teams. If a parent/carer or staff member is contacted by a contact tracer and told to self-isolate for fourteen days, the person should leave the setting to self-isolate at home straight away and, if possible, wear a face covering on route and avoid public transport. If a child or staff member tests positive, the contact tracer will take into account the close contacts the person has had within the setting.

Should either of the two examples above occur, as mentioned previously, the Club will close immediately and remain closed for a period of 14 days. Dornoch Allsorts After-School Club will keep clear records of children, adults and staff attending our setting. These records will help to ensure rapid response and contact tracing should a positive case occur.

### ***Outbreak Management***

The management of outbreaks of infectious disease in settings is led by local health protection teams (HPTs) alongside partners, such as local authorities and the Care Inspectorate. An outbreak is considered to be any instance of a setting having two or more confirmed cases of COVID-19 within 14 days, or an increase in background rate of absence due to suspected or confirmed cases of COVID-19. Should any such situation arise the Manager will make prompt contact with their local HPT and local authority. If an outbreak is then confirmed, we will work closely with our local HPT to manage it. Actions that we may take include (but are not restricted to):

- attendance at multi-agency incident management team meetings
- communications with children, parents/carers, and staff
- providing records of club's layout / attendance
- implementing enhanced infection, prevention, and control measures (where necessary).

As outlined above, Dornoch Allsorts After-School Club will maintain appropriate records to support outbreak control measures, for example, keeping detailed and accurate records of child and staff attendance, details of groups, visitors, and clinically vulnerable/extremely vulnerable children who are attending settings. If there are any confirmed or suspected outbreaks, then the Manager will notify the Care Inspectorate in accordance with the relevant guidelines and expectations.

### ***Child Wellbeing***

At all times the health, safety and wellbeing of children and staff is our number one priority. We are acutely conscious that during this troubling time children may require additional time to reintegrate into the service. Staff will endeavour to offer additional support to all children to help them overcome any issues arising from this new model, as well as offering general mental health guidance and advice.

Under the current restrictions we will not be in a position to offer our usual level of face-to-face induction, but we hope to be able to introduce alternative means of induction for families in the coming months.

We will ensure that staff, parents and children are fully supported to ensure full familiarisation with any revised layouts and structures. Clear and regular communication will be undertaken in advance with families outlining the necessary changes.

### ***Staff Wellbeing and Learning Support***

We are conscious that there may be numerous additional stressors for our staff team that are linked to the COVID-19 pandemic, including potential illness and bereavement within their own families. As such, staff will have access to the Scottish Government directory of existing mental health, wellbeing and professional learning support services. We will also encourage our staff to access the Team ELC Wellbeing Hub, a website which sets out vital information for the sector on maintaining their wellbeing at this difficult time.

Our senior management team will continue to offer support, guidance, flexibility and consideration to our staff team as we transition back into the working environment.

### ***Further measures***

We request that parents/carers, children and staff please ensure adherence to the relevant guidelines, including the wearing of facemasks in indoor environments and on public transport, regular and thorough washing of hands, general good hygiene practice and ensuring physical distancing between those not in your households.

### ***Review***

This policy along with the relevant procedures and COVID-19 risk assessments will be reviewed regularly in line with any changes to the relevant guidance. Any further changes to service opening or provision will be communicated to families as necessary, subject to local and national guidance and we will adapt these actions and our guidance accordingly following any updated information provided to us by the relevant regulatory and advisory bodies.

## **Dornoch Allsorts After-School Club: October 2020**