



Gracie Drew

After School Care

Policies and Procedures

Compiled by Tamsin Beattie
8th October 2015

- Admissions -

Gracie Drew After School Care welcomes applications from the parents/carers of children and young people from Troqueer, Lauriknowe and Cargenbridge aged from 5 - 12.

- We will work in partnership with parents/carers in caring for your child. Our staff will have both the time and the training to welcome you and your child to our club. Children with Additional Support Needs are welcomed and encouraged.
- You will be provided with sufficient information about the club and its operation to enable you and your child to make an informed choice about the club. Both you and your child are encouraged to visit the club prior to registration.
- Allocation of places is based on equality and fairness.
- Places are offered on a first come, first served basis for full-time places. Priority will be given to subsequent children of existing users.
- When the club is full, places will be allocated on the above basis.
- Information provided will be treated confidentially under the Data Protection Act and kept safe.

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- Anti Bullying -

Bullying is the use of aggression with the intention of hurting another person or causing pain and distress to the victim.

Forms of Bullying

- Emotional: being unfriendly, excluding, tormenting, ridicule, humiliation
- Physical: pushing, kicking, hitting, punching, pinching, violence, threats
- Verbal: name calling, sarcasm, spreading rumours, teasing
- Racist: racial taunts, graffiti, gestures
- Sexual: unwanted physical contact, sexually abusive comments
- Homophobic: because of, or focusing on the issue of sexuality
- Mobile/Internet: abusive emails, phone calls, text messages

Recognition of Bullying

The following list highlights some of the signs of bullying. It is important to note that although a child could be displaying some of these signs or behaviours; it does not necessarily mean that the child is being bullied. These signs could indicate that the child has other problems, but bullying should be considered a possibility.

Indicators of Bullying

- Unwillingness to attend school and the club
- Withdrawn, isolated behaviour
- Complaining about missing possessions and lost money
- Refuses to talk about the problem
- Easily distressed
- Lacking confidence, low self-esteem, anxious
- Becomes aggressive, disruptive and unreasonable
- Begins to bully other children
- Changes in eating and sleeping patterns
- Starts stammering
- Has unexplained cuts and bruises

Dealing with Bullying

Helping the child or young person

- Take bullying seriously. Ensure the child is safe.
- Encourage all children to speak and share their concerns.
- Reassure the victim that you can be trusted and will help, although you cannot promise to tell no one else.
- Keep records of what is said i.e. what happened, by whom and when.
- Report any concerns to the person in charge at the organisation where the bullying is occurring.

Action towards the bully

- Try to help the bully to understand the consequences of his / her behaviour and seek an apology from the bully.
- Inform the bully's parents/guardians and impose sanctions as necessary.
- Encourage and support the bully to change behaviour.

Gracie Drew After School Care aims to ensure that all children in our care have fun in a safe and caring environment. It is the responsibility of the OOSC Staff to do everything possible to protect the children from all forms of bullying. If bullying does occur all children should be able to tell any staff member and know that incidents will be dealt with promptly and effectively.

All members of staff, children and parents should have an understanding of what bullying is. All members of staff, children and parents should know what the club policy is on bullying and follow it when bullying occurs and is reported.

Bullying is taken seriously by the club and all children and parents will be fully supported if bullying is reported or observed.

All children and parents will be made aware of the club's behaviour policy which includes bullying and will be required to accept it.

Bullying will not be tolerated by the club.

If Gracie Drew After School Care receives a report of bullying:

- The staff member should listen to the child who is being bullied and reassure them that they are safe and have done the right thing by telling someone.
- If the bullying is not reported but a staff member observes that it is taking place, they should take the child aside and encourage them to open up about what's been happening to them.
- All reports of bullying should be treated seriously, the staff member should try to get as much detail as possible from the child about the other children who are suspected of bullying, when it occurs and how often it occurs.
- Even if bullying is not happening in the club, the staff member still has a responsibility to try and help the child.
- The staff member should explain to the child that in order to help them the Manager/Lead Practitioner has to be informed.
- The Manager/Lead Practitioner should sit in with the staff member and the child and allow the child to recount the story freely. The staff should use open but not leading questions to try to get as much detail from the child as possible. The Manager/Lead Practitioner should keep a record of what the child has said.
- In circumstances where the Manager/Lead Practitioner is named as the bully then the staff carer should contact the Management Committee/Proprietor immediately.
- In circumstances where another member of staff is named then the Lead Practitioner should be as discreet as possible and contact the Management Committee/Proprietor immediately.

- If the bullying is occurring out with the club, for instance in school, then the Manager/Lead Practitioner should inform the child's parents and suggest that they inform the relevant authorities.

Investigating reports of bullying in the club

- The Manager/Lead Practitioner should investigate all reports of bullying within the club. If the Manager/Lead Practitioner is the one being accused the Management Committee/ Proprietor should conduct the investigation.
- The Manager/Lead Practitioner should try to establish the facts surrounding the allegation. Both the victim and the child being accused should be treated equally and fairly and dealt with separately.
- The Manager/Lead Practitioner should inform the child accused of bullying that a complaint has been made against them and give them the opportunity to respond.

Resolving the Bullying

- If the allegation is found to be true, then the Manager/Lead Practitioner should try to establish why the child has been bullying and explain the hurt that it causes their victim.
- The Manager/Lead Practitioner should remind the child of the club's behaviour policy and explain that bullying will not be tolerated. The consequences if their behaviour continues should also be explained, for example time out, exclusion etc.
- The Lead Practitioner should ask the child accused of bullying to make a genuine apology to their victim and if possible, the Manager/Lead Practitioner should try to reconcile both parties.
- When the parents of those involved come to collect the children the Manager/Lead Practitioner should ask to speak to them privately and explain what's been happening and what has been done to try and resolve the situation.
- The parents should be reminded of the club's behaviour policy and asked that they help the club to enforce this.
- The Manager/Lead Practitioner and other staff should monitor the situation to ensure that repeated bullying does not take place.
- In serious cases or when bullying persists, the Manager/Lead Practitioner should inform the Management Committee/Proprietor who should try to resolve the situation.
- Excluding the bully from the club should only be used as a last resort.

To enable staff and children to have a happy club it is important to understand what 'acceptable behaviour' is and what 'unacceptable behaviour' is within the club. Clubs have a duty to promote positive behaviour and this should be used as the basis of your policy.

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- Child Protection -

Gracie Drew After School Care is committed to creating a safe environment for children and young people, and adults. We recognise our moral and legal obligations to protect children and will ensure that members will take all reasonable steps to promote safe practice and to protect children from harm, abuse, and exploitation.

Our Policy is based on the following principles:

- The welfare of children is always the paramount consideration.
- All children have the right to be protected from abuse regardless of their age, culture, disability, gender, language, racial origin, socio-economic status, religious belief and/ or sexual identity.
- Protecting children and young people is everybody's responsibility.
- All children have a right to express their views on matters affecting them and these views should be taken into account when making decisions in relation to children.

We will:

- treat everyone with respect
- respect and promote the rights, wishes and feelings of children
- provide time for children to talk to us and listen to what they say
- encourage children to respect and care for others
- keep a register of every child involved with the group, including relevant medical details, and have a contact name and number on record in case of emergencies
- respect confidentiality and only share information/concerns with the people who need to know in order to protect the child, having regard to the provisions of the Data Protection Legislation
- recruit, train and supervise those who work (paid and unpaid) using the Procedure for Safe Recruitment
- take action to stop any inappropriate verbal or physical behaviour including bullying
- take all concerns/allegations seriously and respond appropriately in line with these and Angus Council's Child Protection Procedures. We will refer, not investigate, investigation being the responsibility of other professional agencies
- encourage parents to become involved in the organisation and, when requested, provide them with copies of all guidelines and procedures
- provide staff, volunteers and committee members with a code of conduct

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- Child and Parent Participation -

Gracie Drew After School Care will work in partnership with parents to meet their needs by being accessible, encouraging their involvement, welcoming their views and ideas, and sharing information.

We promise that all parents:

- will be well informed about clubs services and any changes or developments that may occur
- will receive a membership pack with information on how to use the club and will be entitled to visit the club before registering their child
- will be well informed by the staff about club policies and procedures; these will be available at all times in the club
- will be well informed and encouraged to use the club's Promoting Positive Behaviour policy
- will be welcomed at the club at all times and given the opportunity to discuss the club's work and their children
- will be listened to and given the opportunity to express their views and concerns
- will be asked their permission for their children to be involved in trips and outings or any special events
- will be able to discuss their child's achievements, experiences and progress at the club

Gracie Drew After School Care will keep its promises in the following ways:

- An information pack will be sent out to parents when they enquire about the service and arrange a parent/child preview.
- At the parent/child preview the Manager/Lead Practitioner will show the parents around the club and will inform them of the clubs main policies and procedures, as well as explaining how to use the club. The child will be able to use the club and join in the activities.
- The Manager/Lead Practitioner will be responsible for creating a parent notice board which should display useful information about the club and the activities that the children have been involved in. The notice board should be updated regularly and parents should be made aware when there is new information on the board.
- If complaints are made directly to staff, they should reassure parents that it will be dealt with and passed on to the Manager/Lead Practitioner. Please see complaints policy and procedure.
- The Manager/Lead Practitioner where possible will make time for parents to visit them at the club to discuss any concerns that they may have about their children or the club
- The team, where possible, will chat to parents at collections about what their child has done at the club that day.
- Parents will be informed about any major changes or developments within the club and encouraged to express their views and opinions about the changes.

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- Complaints -

At Gracie After School Care we will do our utmost to ensure all of your expectations are met. However if at any time you feel otherwise we will fully accept any complaints. The following complaints procedure will be followed -

- A meeting will be arranged at a convenient time to discuss the complaint. This will be arranged within 48 hours where it is hoped that we can resolve the issues to your satisfaction. We will document this for our own records and for Social Care and Social Work Improvement Scotland purposes.
- If the issue cannot be resolved after a full investigation and discussion and you are not satisfied with outcome you will be asked to send a written complaint.
- A written response within 7 working days outlining measures taken to rectify the cause of the complaint where applicable and any action taken.
- A copy of this will be sent to Social Care and Social Work Improvement Scotland.

Please note it is your right to go directly to the Social Care and Social Work Improvement Scotland in confidence to discuss any concerns or complaints you feel unable to discuss. Their address is as follows -

**The Care Inspectorate
Solway House
Dumfries Enterprise Park
Tinwald Downs Road
Dumfries
DG1 3SJ
TEL: 01387 734880**

Gracie Drew's also understands the importance of children voicing their own thoughts and complaints and actively support and follow the report **"Together we can fix it"** by Scotland's Commissioner for Children and Young People. Through group time and discussion we will document each child's thoughts or complaints and act upon them appropriately.

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- Confidentiality -

To ensure that all those using and working at Gracie Drew After School Care can do so with confidence, we will respect confidentiality in the following areas -

- Parents/carer will have access to files and records of their own child - but not any other children.
- The Gracie Drew Team will not discuss individual children with people other than the parents/carers of that child.
- Information given by parents/carers to the Gracie Drew Team will not be passed on to third parties.
- Personnel issues will remain confidential to the people involved.
- Any anxieties/evidence relating to a child's personal safety will be kept in a confidential file.
- Comply with all requirements of the Data Protection Act 1998
- Duty of care to the child may override the duty of confidentiality, and in such cases we will pass appropriate information to other agencies.

All staff have agreed to abide by this policy.

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- Data Protection -

Gracie Drew After School Care is required to process relevant personal data as part of its operation and shall take all reasonable steps to do so in accordance with this policy. Processing may include obtaining, recording, holding, disposing, destroying or otherwise using data. Gracie Drew's all endeavour to ensure that all personal data is processed in compliance with this policy and the principles of the Data Protection Act 1998.

Any information which falls within the definition of personal data and is not otherwise exempted will remain confidential and will only be disclosed to third parties with the consent of the appropriate individual or under the terms of this policy.

Gracie Drew's may from time to time be required to process sensitive personal data regarding a child in our care. We will share this data where there is a legal obligation to do so such as in a child protection investigation.

The following must be adhered to at all times:

- Children's records must be kept in a locked cupboard or cabinet at all times
- The Gracie Drew Team only have access to child data that is required to be used for the safety of the child, for example emergency contact numbers, care plan information etc.
- No personal records must be removed from Gracie Drew's unless authorised by the manager, for example staff must not take records home.
- Record sharing can only take place with either the parents' consent or on the authority of the Safeguarding Team.
- Any documentation that needs to be destroyed must be shredded.
- Documents that are required to be retained must be stored in a lockable cabinet.

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- Equal Opportunities -

Gracie Drew After School Care recognise the promotion of equal opportunities and responsibilities under **The Race Relations Act 1976, The Sex Discrimination Act 1975** and **The Disability and Equality Act 2010**. This is to eliminate discrimination and to promote positive relations between children, staff, parents and carers.

Through the implementations of equal opportunities policy, we aim to:

- Create an environment in which each individual feels valued, irrespective of ethnic origin, language, gender, abilities or age.
- Providing materials to promote learning that are appropriate and reflect diversity
- Encourage all parents/carers regardless of ethnic background, disability, gender or socioeconomic background to participate as fully as possible in the life of the setting
- Ensure that staff and children in the setting have the right to not experiences behaviour which ignores or offends anyone on the grounds of race, nationality, gender, sexual preference, ability, social background or age.
- Foster a positive atmosphere of mutual respect and trust amongst children and staff and an environment where all children, their families and staff feel safe and respected.
- Ensure The Gracie Drew Team and other adults in the setting behave in a manner which demonstrate mutual respect for one another.
- Ensure adults take severe opportunities to encourage children to behave appropriately and to deal with incidents positively.
- Ensure all of The Gracie Drew Team share the responsibility of ensuring that play encourages positive co operative behaviour amongst children.
- Encourage children to develop self esteem, confidence and motivation in all areas of their lives, including, their own learning progress and development.
- Be sensitive to and provide for cultural and religious requirements as a matter of course e.g dress, diet events etc.

All children will be respected and their individuality and potential recognised, valued and nurtured. Activities and the use of play equipment offer children opportunities to develop in an environment free from prejudice and discrimination. Appropriate opportunities will be given to children to explore, acknowledge and value similarities and differences between themselves and others.

Gracie Drew's will seek to implement Equal Opportunities in the recruitment, support and development of all staff. The service provider will seek to ensure that the recruitment policy is fair and equal and does not discriminate on grounds of are, language, sex, disability, social, behaviour, age or sexual orientation. It is the responsibility of all staff to monitor to success of the equal opportunities policies by ensuring that the equal opportunities issues raised within it are followed and supported.

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- Fire Safety -

At Gracie Drew After School Care we will practice our fire drill procedure on a regular basis. To ensure that everyone is familiar and confident with our procedure, the following will be practiced:

- How to identify when there is a fire in the building i.e the noise of the fire alarm or seeing a blaze
- Where the fire exits are
- How everyone leave the building in a safe and efficient way
- Where the assembly point is
- How everyone is counted
- What is needed to be taken from the building
- What is not needed to be taken from the building
- Who is contacted and how they are contacted
- How the parents are contacted

Fire Drill Procedure -

During the fire drill all adults will be encouraged to remain calm and quickly gather all children and the building at the safest exit. One of the Gracie Drew Team will be responsible for carrying emergency contacts, mobile phone and register. Everyone will assemble at the benches next to the first gate where the register will be taken to all children and staff have evacuated safely. When everyone has been counted everyone can then move back into the building. Each fire drill will be logged in the fire drill handbook.

In the event of a real Troqueer School's Fire Procedure would be adhered to. Please see separately.

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- Infection Control -

Gracie Drew After School will prevent the spread of infections by ensuring: routine immunisation of appropriate staff, high standards of personal hygiene and practice (particularly hand washing) and maintaining a clean environment.

Gracie Drew's will following the guidance for periods of exclusion set out by Public Health Scotland.

Good Hygiene Practice:

Hand-washing is one of the most important ways of controlling the spread of infections, especially those that cause diarrhoea and vomiting and respiratory disease. The recommended method is the use of liquid soap, water and paper towels. Always wash hands after using the toilet, before eating or handling food, and after handling animals.

Cover all cuts and abrasions with water proof dressings.

Coughing and Sneezing easily spread infections. Children and adults should be encouraged to cover their mouth and nose with a tissue. Wash your hands after using or disposing of a tissue. Spitting should be discouraged.

Cleaning of the environment, including toys and equipment should be frequent, thorough, and follow national guidance e.g. use colour coded equipment, COSHH, correct decontamination of cleaning equipment. Monitor cleaning contracts and ensure cleaners are appropriately trained with access to Personal Protective Equipment PPE (see below).

Cleaning of blood and body fluid spillages – All spillages of blood, faeces, saliva, vomit, nasal, and eye discharges should be cleaned up immediately (always wear PPE).

When spillages occur, clean using a product which combines both a detergent and a disinfectant. Use as per manufacturers instructions and ensure it is effective against bacteria and viruses, and suitable for use on the affected surface. NEVER USE mops for cleaning up blood and body fluid spillages use disposable paper towels and discard clinical waste as described below. A spillage kit should be available for blood spills.

Personal Protective Clothing (PPE) - disposable non powdered vinyl, or latex free CE marked, gloves and disposable plastic aprons must be worn where there is a risk of splashing or contamination with blood/body fluids (E.g. nappy or pad changing). Goggles should also be available for use if there is a risk of splashing to the face. Correct PPE should be used when handling cleaning chemicals.

Laundry – when handling soiled linen always wear PPE. Soiled children's clothing should be bagged to go home, never rinse by hand.

Clinical Waste should always be segregate domestic and clinical waste in accordance with local policy. Used nappies/pads, gloves, aprons and soiled dressings should be stored in correct clinical waste bags in foot operated bins.

Sharp Injuries and Bites need to be dealt with immediately – if the skin is broken make the wound bleed/wash thoroughly using soap and water. Contact GP or occupational health or go to Accident and Emergency immediately. Ensure local policy is in place for staff to follow. Contact HPU for advice if unsure.

Animals may carry infections, so wash hands after handling animals. Health and Safety Executive (HSE) guidelines for protecting the health and safety of children should be followed.

Animals in Clubs (permanently or visiting) Ensure animals living quarters are kept clean and away from food areas. Waste should be disposed of regularly, and litter boxes not accessible to children.

Children should not play with animals unsupervised. Veterinary advice should be sought on animal welfare and animal health issues and the suitability of the animal as a pet. Reptiles are not suitable as pets in schools, nurseries and child care areas as all species carry salmonella. Visit to farms. Ensure the farm is well managed, with grounds and public areas as clean as possible and animals prohibited from outdoor picnic areas. Check hand-washing facilities are adequate and accessible with running water, liquid soap and disposable towels. Ensure children wash and dry hands thoroughly after contact with animals, animal faeces, before eating or drinking, after going to the toilet and before departure. Ensure children understand not to eat or drink ANYTHING while touring the farm, not to put fingers in mouths, eat anything which may have fallen on the ground, or any animal food. Children should only eat in the places they are told to, and after washing hands well. Use waterproof plasters to protect any cuts or grazes not covered by clothes.

VULNERABLE CHILDREN - Some medical conditions make children vulnerable to infections that would rarely be serious in most children, these include: those being treated for leukaemia or other cancers; those on high doses of steroids by mouth; and those with conditions which seriously reduce immunity.

Child carers will normally have been made aware of such children. They are particularly vulnerable to chicken-pox or measles and if exposed to either of these the parent/carer should be informed promptly and further medical advice sought. It may be advisable for these children to have additional immunisations e.g. pneumococcal and influenza. NB. Shingles is caused by the same virus as chickenpox virus therefore anyone who has not had chickenpox is potentially vulnerable to the infection if they have close contact with a case of shingles.

FEMALE STAFF – PREGNANCY

In general, if a pregnant woman develops a rash or is in direct contact with someone with a potentially infectious rash this should be investigated by a doctor. The greatest risk to pregnant women from such infections comes from their own child/children rather than the workplace.

Chickenpox can affect the pregnancy if a woman has not already had the infection. Anyone exposed early in pregnancy (first 20 weeks) or very late (last three weeks), should inform their GP and ante-natal carer promptly, and a blood test should be done to check immunity. NB: Shingles is caused by the same virus as chickenpox virus therefore anyone who had not had chicken pox is potentially vulnerable to the infection if they have close contact with a case of shingles.

German measles (Rubella). If a pregnant woman comes into contact with German measles she should inform her GP and ante-natal carer immediately to ensure investigation. The infection may affect the developing baby if the woman is not immune and is exposed in early pregnancy. All female staff under the age of 25 years, working with young children should have evidence of two doses of MMR vaccine.

Slapped cheek disease (Parvovirus B19) can occasionally affect an unborn child. If exposed early in pregnancy (before 20 weeks) inform whoever is giving ante-natal care as this must be investigated promptly.

Measles during pregnancy can result in early delivery or even loss of the baby. If a pregnant woman is exposed immediately inform whoever is giving ante-natal care to ensure investigation. All female staff under the age of 25 years, working with young children should have evidence of two doses of MMR vaccine.

IMMUNISATIONS

For the most up to date immunisation advice check on www.immunisation.nhs.uk Prevent the spread of infections by ensuring: routine immunisation of appropriate staff, high standards of personal hygiene and practice, particularly hand washing and maintaining a clean environment.

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- Missing/Additional Child -

Missing Child

If a child is booked to come to Gracie Drew After School but is not present, the following procedure will be undertaken:

- The Manager/Practitioner will go to the appropriate classroom/contact the appropriate school to clarify if that child attended school on that day. If the child did not attend school but no cancellation had been made, contact should be made with the parent to make sure the child should not be attending Gracie Drew's. In the case of a missing child who appears on the transport schedule the same process will apply.
- If we are advised that the child did attend the school that day but is missing from Gracie Drew's the Manager/Practitioner will attempt to contact the parent/emergency contact, if this is not possible they will go to the home address. If the child is found on the way, or at home, we would take the child back to Gracie Drew's and advise the parent/emergency person where the child is.
- The last step would be to alert the local police that we have a missing child and to keep trying to contact the parent/emergency nominated person. We would take advice from the local police on any additional steps we should take.

Additional Child

Should a child appear at Gracie Drew's but not appear on our register, we would hold the child at Gracie Drew's and contact the parent to assess if they have forgotten to book the child in. If the parent advises that the child was not supposed to be at Gracie Drew's we would ask the parent to collect or nominate someone to collect the child. The child would not be allowed to go home on his/her own.

If the parent advises that they had forgotten to book the child in but had made the child aware that they are attending Gracie Drew's, the child will be booked in and staff will speak with the parent when they call to collect the child.

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- Participation Policy -

Gracie Drew After School supports the view that children and young people should be treated with dignity and respect at all times and that they should be enabled to realise their potential.

We will achieve this by:

- providing opportunities for children and young people to express their views, exercise choice and, where possible, influence the activities of the club
- actively consulting children and young people and valuing their views
- enabling children and young people to make informed choices
- treating everyone equally and fairly
- providing opportunities to be involved in the evaluation of the club's activities

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- Promoting Positive Behaviour -

Gracie Drew After School aims to promote positive behaviour by treating everyone connected with the club with dignity, respect, equality and fairness at all times; by creating a safe and secure environment free from bullying, harassment and discrimination; and by ensuring that users are free from exploitation and abuse.

We will achieve this by:

- valuing each child and young person as an individual
- ensuring that staff interaction with children and young people builds confidence, encourages the learning of new skills, and values the contributions of children and young people
- working with parents to promote positive behaviour and deal with difficult behaviour
- encouraging the participation of children and young people in the life and work of the club
- ensuring that staff are trained in recognising harm, abuse, neglect, bullying and discrimination and that they actively challenge and respond to such behaviour
- encouraging children and young people to take responsibility for their own behaviour
- having a Child Protection Policy
- having a Code of Behaviour that is consistently applied

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- Sun Awareness -

Gracie Drew After School recognises that young children need special care when they are in the sun. Whilst playing outdoors, children are not aware of how sun can damage their skin; therefore it is important that adults take precautions for them. It is important that children, especially young children, are given the protection they deserve.

Aims

- to protect children while they are in our care
- to help parents understand the need to protect their children
- to work in partnership with parents to protect their children
- to help children understand the importance of keeping themselves safe in the sun

How aims are to be achieved:

- Staff will educate themselves about the risk of sunburn.
- Staff will provide protective care when children are to be in the sun, especially over the summer months
- During the hottest part of the day, between 11am and 3pm, the staff will take particular care when the children are outside. During this period the staff will encourage the children to; Wear hats, clothing that covers the shoulders and arms, only be outside for short periods of time, wear appropriate sun screen and drink plenty of fluids
- Shaded areas in playgrounds will be used
- Parents will be informed about the Gracie Drew After School Care policy and encouraged to keep their children safe in the sun.

This will be done through;

- Sunscreen consent forms to be filled in for all children with an explanation of the need for sun screen being included
- Informal information from staff
- Parents being encouraged to bring appropriate clothing/eye protection and head wear
- Staff explaining the need to keep safe in the sun to the children at the beginning of the sunny weather
- The staff will encourage the children to remember the importance of keeping safe throughout the summer.
- Safe sun posters will be displayed.
- Information leaflets will be handed to parents

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- Transportation -

Gracie Drew After School Care will ensure that when transporting children all legal requirements and health and safety aspects are considered.

- It is the Manager/Lead Practitioner's responsibility to ensure that all vehicles and drivers used when transporting children comply with current regulations.
- It is the Manager/Lead Practitioners responsibility to ensure that trips or journeys involving transport are carefully planned.

This will be adhered to by the following being undertaken:

- The provision of transport services e.g. taxis or minibuses will only be undertaken by recognised companies and these companies will have been assessed.
- All vehicles will comply with legal and insurance requirements.
- Vehicles will not carry more than the legally allowed number of passengers or weight.
- The Manager/Lead Practitioner will always check that the vehicle is in good working order before a journey is started.
- All vehicles will be fitted with driver and passenger seat belts and the Manager/Lead Practitioner must ensure that both children and adults use these. Vehicles that do not have seat belts will not be used.

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- Whistle Blowing -

Gracie Drew After School Care will not accept or condone any behaviour by staff, volunteers or other adults associated with the club that is contrary to the club's Aims and Objectives, or Policies and Procedures. We will actively encourage and support the reporting of such behaviour. We will do this by:

- promoting an environment of mutual respect, trust and open communications
- promoting an environment that is free from bullying, harassment and discrimination
- treating everyone equally and fairly, with dignity and respect and by valuing individual differences
- ensuring that the quality of the work of each staff member/volunteer is effectively monitored as well as the work of the club as a whole
- ensuring that procedures are in place for reporting unacceptable behaviour/practices
- actively supporting staff/volunteers who "blow the whistle" both during the investigation and after, in line with the relevant legislation

The following types of concerns can be reported through the "whistle-blowing" policy:

- a criminal offence
- the breach of a legal obligation
- a miscarriage of justice
- a danger to the health and safety of any individual
- malpractice
- fraud
- improper conduct or unethical behaviour
- attempts to suppress or conceal any information relating to any of the above

Who can raise a concern?

- Any member of staff who has a reasonable belief that there is serious malpractice relating to any of the issues mentioned above may raise a concern.
 - Concerns raised must be done so without malice and in good faith, you must reasonably believe that any information disclosed, and any allegations made are true. You will not be expected to prove beyond doubt that the allegations are true but you will need to demonstrate that there are reasonable grounds for your concern.
 - If you make an allegation in good faith but it is not confirmed by any subsequent investigation then no action will be taken against you
 - If you make an allegation frivolously, maliciously or for personal gain, then appropriate disciplinary or legal action may be taken against you.
-
- All concerns raised will be treated in confidence and every effort will be made not to reveal the identity of the person who raised the concern. However at the appropriate time the individual who made the allegation may need to come forward as a witness.

- Any individual who raises a concern in good faith will be protected from any possible reprisals or victimisation. Where this occurs the individual should report it using the club grievance procedure.

How to raise a concern

Any concerns should be reported to the Manager/Lead Practitioner. If the allegations involve the Manager/Lead Practitioner then the concern should be raised with another relevant member of the management team or the proprietor.

Concerns should be raised orally or in writing, in both instances you will be required to state:

- the background and history of the concern
- the reason you are concerned about the situation
- the extent to which you have personally witnessed or experienced the problem

The Manager/Lead Practitioner will decide whether the allegation falls within the scope of existing club procedures and will therefore be considered with those procedures in mind. The Manager/Lead Practitioner will consider the information that has been disclosed and decide whether there is a case to answer. The Manager/Lead Practitioner will decide whether or not an investigation will be conducted into the allegation. At this point the Lead Practitioner should advise the Management Committee/Proprietor of the club. If the Manager/Lead Practitioner decides not to proceed with an investigation then the decision will be fully explained to the person who made the allegation.

The Management Committee/Proprietor along with the Manager/Lead Practitioner will decide whether to conduct the investigation themselves internally or involve an external body based on the nature of the allegation. If an investigation is to be conducted then the Manager/Lead Practitioner will inform the individual who raised the concern and they may be required to give further information

The Management Committee/Proprietor will inform the person or persons against whom the allegation has been made of the investigation and the evidence supporting it. They will be given the opportunity to respond

The Management Committee/Proprietor will decide whether the result of any investigation requires the involvement of an external body such as the police and the appropriate if any disciplinary action (see Discipline and Grievance Procedure) to be taken against the person or persons whom the allegations involved

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-Inclusion of Children with Additional Support Needs -

DISABILITY DISCRIMINATION ACT 1995 (DDA)

The Disability Discrimination Act 1995 (DDA) was amended by the introduction of new legislation in 2005 – the Disability Discrimination Act 2005. The DDA (as amended) extends statutory requirements beyond the prevention of discrimination, the improvement of physical access to buildings, and the provision of information about goods and services. The law now requires services to actively promote equality of opportunity between people with disabilities and other people. This is called the Disability Equality Duty (DED).

The General Duty described in DDA (as amended by the 2005 Act) provides a strategic framework to help services to ensure disability equality. It requires services to have 'due regard' for the need to:

- promote equality of opportunity between disabled people and other people
- eliminate discrimination that is unlawful under the Act
- eliminate harassment of disabled people that is related to their disabilities
- promote positive attitudes towards disabled people
- encourage participation by disabled persons in public life
- take steps to take account of disabled people's disabilities, even where that involves treating disabled persons more favourably than other people

The Specific Duties – As well as being subject to the general duty, the services must also comply with a number of specific duties. These specific duties provide a practical framework for supporting the general duty. A key feature of the specific duties is a requirement for the services to produce a Disability Equality Scheme which includes the following:

- a statement of how people with disabilities have been involved in developing the DES
- an action plan setting out the steps the service will take to comply with the general duty
- arrangements for gathering information about the service's performance on disability equality
- arrangements for assessing the impact of the activities of the services on disability equality
- details of how the information gathered will be used to review the effectiveness of the service's action plan, and in the preparation of subsequent schemes

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- Play -

Gracie Drew After School Care recognises that children and young people's capacity for positive development will be enhanced if given access to the broadest range of environments and play opportunities.

The instinct to play is innate, and play is fundamental to the health and well-being of children and young people.

Gracie Drew After School Care will support children and young people's need for play by:

- allowing them to choose the content and intent of their play
- allowing them opportunities to follow their own instincts ideas and interests
- create appropriate space for children to play
- making sure that staff intervene in play in a style that enables children and young people to extend their play
- taking care to balance risks against children and young people's developmental needs and well-being

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- Allergies and Allergic Reactions -

At Gracie Drew After School Care we are aware that children may have or develop an allergy resulting in an allergic reaction. Our aims are to ensure allergic reactions are minimised or, where possible, prevented and that staff are fully aware of how to support a child who may be having an allergic reaction.

Our procedures

All of the Gracie Drew team are made aware of the signs and symptoms of a possible allergic reaction in case of unknown or first reaction in a child. These may include a rash or hives, nausea, stomach pain, diarrhoea, itchy skin, runny eyes, shortness of breath, chest pain, swelling of the mouth or tongue, swelling to the airways to the lungs, wheezing and anaphylaxis

We ask parents to share all information about allergic reactions and allergies on child's registration form

We share all information with all staff.

Where a child has a known allergy, the manager will carry out a full Allergy Risk Assessment Procedure with the parent prior to the child starting Gracie Drew After School and shares this assessment with all staff.

All food prepared for a child with a specific allergy is prepared in an area where there is no chance of contamination and served on equipment that has not been in contact with this specific food type, e.g. nuts

The manager, snack prep and parents will work together to ensure a child with specific food allergies receives no food at Gracie Drew After School that may harm them. This may include designing an appropriate menu or substituting specific meals on the current menu

Seating will be monitored for children with allergies. Where deemed appropriate staff will sit with children who have allergies and where age/stage appropriate staff will discuss food allergies and the potential risks

If a child has an allergic reaction to food, a bee or wasp sting, plant etc. a first-aid trained member of staff will act quickly and administer the appropriate treatment, if appropriate. We will inform parents and record the information in the incident book and on the allergy register

If an allergic reaction requires specialist treatment, e.g. an EpiPen, then at least two members of staff working directly with the child and the manager will receive specific medical training to be able to administer the treatment to each individual child.

Transporting children to hospital procedures

The manager/staff member must:

Call for an ambulance immediately if the allergic reaction is severe. DO NOT attempt to transport the sick child in your own vehicle

Whilst waiting for the ambulance, contact the parent(s) and arrange to meet them at the hospital

Arrange for the most appropriate member of staff to accompany the child taking with them any relevant information such as registration forms, relevant medication sheets and medication

Redeploy staff if necessary to ensure there is adequate staff deployment to care for the remaining children. This may mean temporarily grouping the children together

Inform a member of the management team immediately

Remain calm at all times. Children who witness an incident may well be affected by it and may need lots of cuddles and reassurance. Staff may also require additional support following the accident.

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- Medication -

At Gracie Drew After School we follow the **Management of Medication Day Care of Children and Childminding Services**.

The following medication is **not** administered at Gracie Drew's (this list is not exhaustive) -

Non - prescribed medications

Calpol*

Cough medicine

Teething gel

Eye drops

Topical antibiotic creams

Ear drops

Nose drops

The following medication can be administered at Gracie Drew's following a consultation with the manager -

A course of antibiotics (after **48 hours** on the antibiotic)

Inhalers

Medication prescribed for allergic reactions

Anti seizure medication

Sun protection

Consent must be obtained before any medication is given and will be reviewed with the parent/carer every 28 days. All records will be kept in the child's file in line with our **Data Protection Policy**. Medication should always be supplied to the services in its original container, information leaflet and box clearly labelled with child's name. If they are not supplied the medication cannot be administered. We will not administer the first dose of medication to a child and ask that parents/carers have already given at least the first dose to ensure the child does not have adverse reaction to the medication.

Medication is stored overnight at Gracie Drew's which is audited daily to meet legal requirements which includes expiry dates. Two weeks notice is given to parents/carers with regards their expiry date.

All staff administering medication hold a certificate in first aid. By 2017 at least one member of the Gracie Drew Team will hold PDA in Health and Social Care: Administration of Medicine at SCQF level 7. Staff will not administer medication if they do not know what it is or what it is for.

All medicine is stored in the manager's office in a locked medicine cabinet. Children's inhalers are kept in the main playroom in a linen bag hung well out of reach of children. Antibiotics are stored in an airtight plastic container in the refrigerator. Each child's individual child's

medication should be kept separate and stored in individual containers and clearly labelled with the child's name and date of birth. Any medication that is no longer needed or out of date must be returned to the parent/carer.

If a child given too much medication or if medication is given to the wrong child we would immediately seek medical advice and inform the parents/carers. An incident report would be carried out with the Gracie Drew team.

If a child spits out or refuses their medication we would immediately contact their parents/carers. This will also be recorded on their medication consent form.

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- Late Collection or Non Collection -

At Gracie Drew After School we expect all parents to agree an approximate time to collect their child . We give parents information about the procedures to follow if they expect to be late. These include:

Agreeing a safety password with Gracie Drew's in advance to be used by anyone collecting a child who is not the parent (designated adult)

Calling as soon as possible to advise of their situation

Asking a designated adult to collect their child wherever possible

Informing Gracie Drew's of this person's identity so Gracie Drew After School can talk to the child if appropriate. This will help to reduce or eliminate any distress caused by this situation

If the designated person is not known to the staff, the parent must provide a detailed description of this person, including their date of birth where known. This designated person must know the individual child's safety password in order for the After School staff to release the child into their care. This is the responsibility of the parent.

If a child has not been collected from the Gracie Drew's after a reasonable amount of time , 1/2 hour has been allowed for lateness, we will initiate the following procedure:

The manager will be informed that a child has not been collected

The manager will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the manager will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails the manager will try the emergency contacts shown on the child's records

The manager/staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times we will plan to meet required staff ratios

If the parents have still not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on a full incident record

In the event of no contact being made after one hour has lapsed, the person in charge will ring the Social Services Emergency Duty Team

Gracie Drew After School will inform the Care Inspectorate as soon as convenient

The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child

The child's welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the process

In order to provide this additional care a late fee of £20 will be charged to parents. This will pay for any additional operational costs that caring for a child outside their normal hours may incur.

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- Adult Protection -

At Gracie Drew After School Care we believe that all children need to feel safe, secure and happy. This involves the staff being responsive to children's needs, whilst remaining professional. This includes giving children cuddles and changing children's clothes.

To minimise the risk of allegations Gracie Drew After School promotes good practice in the following ways:

Although it is appropriate to cuddle children, staff are advised to usually do this in view of other children and practitioners. There may be occasions, for example when a child is ill and needs comforting away from others, and this will continue to take place. It is the duty of all staff and the manager to ensure that comforting children is appropriate and to monitor practice

When changing children's soiled/wet clothing, the doors remain open, where appropriate. All staff are aware of the whistleblowing procedures and the manager carries out random checks throughout the day to ensure safe practices

Inappropriate behaviour such as over tickling, over boisterousness or inappropriate questions such as asking children to tell them they love them is discouraged.

Management will challenge inappropriate behaviour in line with the supervision/ disciplinary or whistleblowing procedures. If a parent or member of staff has concerns or questions about safe care and practice procedures they are urged to see the manager at the earliest opportunity.

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-Smoking and Alcohol -

Smoking

At Gracie Drew After School we are committed to promoting children's health and well-being. This is of the utmost importance for the After School. Smoking has proved to be a health risk and therefore in accordance with legislation, we operate a strict no smoking policy within its buildings and grounds. It is illegal to smoke in enclosed places.

All persons must abstain from smoking while on the premises. This applies to staff, students, parents, carers, contractors and any other visitors to the premises.

Staff accompanying children outside the After School are not permitted to smoke.

Staff must not smoke while wearing Gracie Drew uniform as it is essential that staff are positive role models to children and promote a healthy lifestyle. If staff choose to smoke during breaks they are asked to change into their own clothing and smoke away from the main entrance.

We respect that smoking is a personal choice to smoke, although as an organisation we support healthy lifestyles. We aim to help staff and parents to stop smoking by:

Providing factsheets and leaflets

Providing information of local help groups

Providing details of the NHS Health Scotland quit smoking support website

Offering information regarding products that are available to help stop smoking

Offering in-house support.

This policy also applies to electronic cigarettes.

Alcohol

Under the Health and Safety at Work Act 1974, companies have a legal requirement to provide a safe working environment for all of their employees.

Anyone who arrives clearly under the influence of alcohol will be asked to leave.

If they are a member of staff, Gracie Drew After School will investigate the matter and will initiate the disciplinary process as a result of which action may be taken, including dismissal. If they are a parent Gracie Drew After School will judge if the parent is suitable to care for the child. Gracie Drew After School may call the second contact on the child's registration form to collect them. If a child is thought to be at risk Gracie Drew After School will follow the safeguarding children/child protection procedure and the police/children's social services may be called.

If anyone arrives in a car under the influence of alcohol the police will be contacted.

Staff, students, parents, carers, visitors, contractors etc. are asked not to bring alcohol on to the premises.

Substance misuse

Anyone who arrives under the influence of illegal drugs, or any other substance including medication, that affects their ability to care for children, they will be asked to leave the premises immediately. If they are a member of staff, an investigation will follow which may lead to consideration of disciplinary action, as a result of which dismissal could follow. If they are a parent Gracie Drew After School will judge if the parent is suitable to care for the child. Gracie Drew After School may call the second contact on the child's registration form to collect them. If a child is thought to be at risk Gracie Drew After School will follow the child protection procedure and the police may be called.

Gracie Drew After School will contact the police if anyone (including staff, students, volunteers, contractors and visitors) is suspected of being in possession of illegal drugs or if they are driving or may drive when under the influence of illegal drugs. If they are a member of staff serious disciplinary procedures will be followed.

If a member of staff is taking prescriptive medication that may affect their ability to work, they must inform the manager as soon as possible to arrange for a risk assessment to take place.

Child protection

If a parent or carer is clearly over the alcohol limit, or under the influence of illegal drugs and it is believed the child is at risk, we will follow our child protection procedures, contact the Scottish Social Services Council and the police.

Staff will do their utmost to prevent a child from travelling in a vehicle driven by the parent or carer and if necessary the police will be called.

Where an illegal act is suspected to have taken place, the police will be called.

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- Arrivals and Departures -

Gracie Drew After School Care recognises that the safe arrival and departure of the children in our care is paramount. The manager/lead coordinator will ensure that an accurate record is kept of all children, and that any arrivals or departures are recorded in the register. The register is kept in an accessible location on the premises at all times. In addition we conduct regular headcount during the session.

Escorting children to the Club

Gracie Drew After School and school have a clear agreement concerning the transfer of responsibility for children's safety.

We have risk assessed the route used to escort children to Gracie Drew After School and review it regularly.

One member of staff will escort the children from Lauriknowe Primary School. Whilst the other members of staff will wait in the 'Medical Room' for the children.

If a child is booked into Gracie Drew After School but is not at the collection point, we will check whether the child was present at school that day. If the whereabouts of the child is not known, staff will immediately inform the designated contact at the school and the child's parents or carers, and follow the procedures laid out in the Missing Child policy.

Arrivals

Our staff will greet each child warmly on their arrival at Gracie Drew After School and will record the child's attendance in the daily register straightaway, including the time of arrival.

Departures

Staff will ensure that they, parents or carers sign children out before they leave, including the time of collection.

Children can only be collected by an adult who has been authorised to collect them on their registration form.

The child's parents or carers must inform Gracie Drew After School in advance if someone who is not listed on the registration form is to collect the child. The manager will contact the main parent or carer for confirmation if they have any concerns regarding departures.

The parent or carer must notify Gracie Drew After School if they will be late collecting their child. If Gracie Drew After School is not informed, the Uncollected Children policy will be followed.

If a child is going to be absent from a session, parents must notify the Club in advance.

If a child is absent without explanation, staff will contact the parents or carers and the school to check where the child should be. If there is no explanation for the absence Gracie Drew After School will activate the Missing Child procedure.

The Club will try to discover the causes of prolonged and unexplained absences. Regular absences could indicate that a child or their family might need additional support.

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- Emergency Evacuation/Closure -

Gracie Drew After School Care will make every effort to keep open, but in exceptional circumstances, we may need to close at short notice.

The following are possible reasons for emergency closure:

- Serious weather conditions
- Heating system failure
- Burst water pipes
- Fire or bomb scare/explosion
- Death of a member of staff or child
- Assault on a staff member or child
- Serious accident or illness

In the event of an emergency our primary concern will be to ensure that both children and staff are kept safe. If it is necessary to evacuate Gracie Drew After School the following steps will be taken:

- If appropriate the manager or session supervisor will contact the emergency services.
- All children will be escorted from the building to the assembly point using the nearest safe exit.
- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- A nominated member of staff will check the premises and will collect the register (including emergency contact details) providing that this does not put anyone at risk.
- Before leaving the building the designated person will close all accessible doors and windows, if it is safe to do so.
- The register will be taken and all children and staff accounted for.
- If any person is missing from the register, the emergency services will be informed immediately.
- The manager will contact parents to collect their children. If the register is not available, the manager will use the emergency contacts list (which is kept off site).
- All children will be supervised until they are safely collected.
- If after every attempt, a child's parent or carers cannot be contacted, the Club will follow its Uncollected Child procedure.

If the Club has to close, even temporarily as a result of the emergency, we will notify The Care Inspectorate.

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- Healthy Eating -

Gracie Drew After School Care provides healthy, nutritious and balanced food and drinks. Food and drink are safely prepared with regard to the dietary and religious requirements of the children in our care. We ask parents to notify us regarding any special dietary requirements or allergies when they register their child.

Information regarding food allergies is recorded on the Allergy Information Board which is visible to staff whilst food is being prepared.

Out of School Club promotes healthy eating and leads by example. Staff responsible for food preparation, handling and storage have received appropriate training.

We provide suitable healthy snacks for all the children.

Children are encouraged to develop good eating skills and table manners.

All children are given plenty of time to eat.

Where appropriate, children are involved in planning and preparing food and snacks.

Fresh drinking water is available at all times.

Fresh fruit is available at all sessions.

Withholding food is never used as a form of punishment.

Staff discuss with children the importance of a balanced diet where appropriate.

The Club does not regularly provide sweets for children.

We limit access to fatty or sugary foods.

Children are never forced to eat or drink anything against their will.

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- Intimate Care -

When providing intimate care we will ensure that the child's safety, dignity and privacy are maintained at all times.

'Intimate care' covers any task that involves the washing, touching or carrying out a procedure to intimate personal areas and is associated with bodily functions and personal hygiene, including, toileting, washing, dressing, and menstrual care.

Staff at Gracie Drew After School Care who provide intimate care will do so in a professional manner. Staff are aware of safeguarding issues and will have relevant training (eg: health and safety, child protection, manual handling) before providing intimate care. No child should suffer distress or pain as a result of receiving intimate care.

Staff will work in partnership with parents or carers to provide care appropriate to the needs of the individual child and together will produce a care plan. The care plan will set out:

What care is required

Number of staff needed to carry out the task (if more than one person is required, reasons will be documented)

Additional equipment required

Child's preferred means of communication (eg verbal, visual)

Child's level of ability - what tasks they are able to carry out by themselves

Best practice

When intimate care is given, the member of staff will explain to the child each task that is carried out, and the reasons for it. Staff will encourage children to do as much for themselves as they can.

If a child requires intimate care on a regular basis, it is good practice for two members of staff to share the care between them. In this way the child is less likely to become overly dependent on a single member of staff, and to become distressed if their usual carer is occasionally unavailable. However, parents' views on the number of staff providing personal care to their child must also be taken into consideration - some children may simply be unable to cope with more than one carer.

We have policies in place that promote safe recruitment, as well as having sound staff supervision, safeguarding and intimate care procedures; together these ensure that, should a child need consistent care from one member of staff, the child's safety and well-being will not be compromised.

Protecting children

If a member of staff is concerned about any physical changes to a child, such as marks, bruises, soreness etc, they will inform the manager immediately. The procedures set out in the Safeguarding Children policy will be implemented.

Should a child become unhappy about being cared for by a particular member of staff, the manager will investigate and record any findings. These will be discussed with the child's parents or carers in order to resolve the issue. If necessary, the manager will seek advice from outside agencies.

If a child makes an allegation against a member of staff, the procedure set out in the Safeguarding Children policy will be followed.

Dealing with blood and body fluids

Blood, vomit, urine and faeces will be cleaned up immediately and disposed of safely by double bagging the waste and removing it from the premises. When they are dealing with body fluids, staff will wear personal protective clothing (disposable plastic gloves and aprons) and will wash themselves thoroughly afterwards. Soiled children's clothing will be bagged to go home, staff will not rinse it. Children will be kept away from the affected area until the incident has been dealt with fully.

Staff at Gracie Drew After School Care will maintain high standards of personal hygiene, and will take all practicable steps to prevent and control the spread of infection.

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