

# Parent Handbook & COVID-19 Procedures

March 2021

**Disclaimer:** The information reflects the state of play on 17 March 2021. For the latest guidelines, please visit the government website ([www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)).





# Wollaton Holiday Club during COVID-19

Although there have been a few unavoidable changes to YMCA's programme, we are delighted to bring you a brilliant, fun packed Wollaton Holiday Club this school holiday!

The club will be bursting with amazing activities for children to enjoy and have been adjusted to be safe and secure during these uncertain times.

Please read this handbook in full. It includes lots of important information you need to know before your child's first day at the club.

For enquiries before/after your child has attended our club, please phone our main number on 0115 711 7006 or email [childcare@nottsymca.org](mailto:childcare@nottsymca.org). These are monitored Monday- Friday, 9am-5pm.

For urgent enquiries on the day, for example to tell our staff you will be late, please call the team on site. **Wollaton Holiday Club site number:** 07398 388 073.

## What to expect at the club

Children will be able to get involved with all sorts of sports, games and creative activities during their time with us!



### Outside Play

The school offers fantastic access to beautiful outside spaces. Weather permitting, we spend plenty of time outside, and in some holiday periods will visit Wollaton Deer Park too.

### Arts and Crafts

We get children involved with a variety of artistic methods; painting, collage, clay modelling, decoration making and sketching. There's no crafts project too big for our Play Leaders!

### STEAM

STEAM is a hands-on approach to learning using Science, Technology, Engineering, Arts and Mathematics. We engage children in fun activities to demonstrate how these subjects work in the real world, and use them to encourage creativity, imagination building, critical thinking and teamwork.



### **Sports, Games and Activities**

Children can get involved with all sorts of activities at Wollaton Holiday Club! We keep children active with engaging, fun games and sports that are fun for everyone.

### **Food/Snacks**

Please send your child with plenty of food, we stop for a mid-morning and mid-afternoon snack as well as lunch. Healthy eating is always best!

### **Physical distancing / grouping**

We are only accepting week bookings to reduce the need to mix groups of children. Each week, children will be split into bubbles (sizes in line with government guidelines) and remain with their group for the duration of the week.

The use of communal internal spaces will be restricted as much as possible. Our outdoor spaces will be used by the group as much as possible, performing activities which incorporate social distancing.



## **Pick up and drop off information**

### **Sign-in time:** 8am – 9am

There will be staff on site from 8am. Play Leaders will welcome the children, introduce them to the group and show them around the site.

We will show children where they can keep their belongings and also explain how we'll be using the space throughout the day. Please encourage your children to ask lots of questions if they have them!

Parents are asked to be aware of YMCA's safety adaptations to the signing in/out process. We have dedicated separate sign in/out spaces for parents to safely approach our staff at the desk. These are separated by safety markers. We ask for all parents to remain at least two metres back behind the next person in line and to please wait patiently.

### **Flexible pick-up:** 5pm – 6pm

We won't let any child leave without a designated adult. If someone else is picking up your child from site, please make sure:

1. You have filled out a designated person for pick up form. This was on your booking form, but please ring 0115 711 7006 if you are unsure if you have completed it

2. You let staff know on the day
3. The designated adult has your collection password
4. Your child knows who is going to be picking them up

### **Late pick-ups**

If you are going to be late please let us know on 07398 388 073. We reserve the right to charge £5 followed by £5 for every 5 minutes that you are late. If you need to collect your child early, please let us know on arrival.

## **Physical distancing/grouping**

Wherever possible staff will remain within their room of children and not come into contact with others. Staff to child ratios will be adhered to as per the EYFS (Early Years Foundation Stage), although emergency revision to flexibility on required qualifications may be used to make this feasible. Staff members will avoid physical contact with each other including handshakes, hugs etc.

### **What to bring**

To be prepared for the day, please pack the following items:

- Packed lunch (including two healthy snacks)
- Clothes that can get a bit messy
- Footwear that can be comfortable to walk/run around
- Water bottle
- Waterproofs
- Sun cream and hat

### **Lunch, afternoon snacks and allergies**

Please let us know if your child has any allergies.

Your child will need a water bottle, a packed lunch and at least two healthy snacks to keep them fuelled for the whole day. Food must be non-perishable as no refrigeration is available. Please add an icepack to your child's lunchbox, especially in summer.

### **Labelling belongings**

Please mark all personal items, including clothes, packed lunches and water bottles, with your child's name, as we often get several children turn up with similar items. This will also reduce any risk of losing items and cross-contamination. Nottinghamshire YMCA is not responsible for lost, misplaced or stolen items but we'll do our best to make sure your child leaves with everything they arrived with.

### **Sun cream**

If the sun comes out, we'll help your child apply sun cream. This will be done by a member of staff. Please let the Play Leaders know if you would rather we didn't apply sun cream to your child.

### **What not to bring**

To keep distractions to a minimum and avoid disagreements with other children we ask that electronics, toys such as yo-yos and fidget spinners, money, jewellery and cuddly toys and pets are all left at home. Children won't need these during Wollaton Holiday Club as there's so much to do!

## **Health, Safety and COVID-19 Guidelines**

Our team have put into place a number of positive hygiene measures to keep children safe. We will be continually reviewing them throughout the holidays, in line with government guidelines and updates.

This section outlines the actions and expectations of YMCA staff, as well as the parents and children that attend our club. Please make sure you familiarise yourself with them before your child's first day with us.

If there are any updates to measures during the holidays, you will receive a notification email or call.

## **Illness, accidents and emergencies**

Please do not bring your child to the club if they are not feeling well, or if anyone in your household is displaying symptoms of COVID-19.

You can call us on 07398 388 073 to let us know of any non-attendance.

If you or anyone in your household begins displaying symptoms of COVID-19 during or within 48 hours of attending the club, please notify us immediately.

In the event of an accident or sudden illness during a session, the staff are equipped with the training and supplies to administer first aid. If the situation warrants further attention, emergency services will be contacted. You will be notified, by phone, if any injury or illness requires medical attention or if your child needs to be collected by their parent / guardian. If we can't contact the primary contact, the secondary emergency contact person that has been indicated will be notified.

## Code of Conduct

### For children

- I will respect the other children and staff. This means no bad language or bullying
- I will leave phones, electronics, yo-yos, fidget spinners and other toys at home or out of sight
- I will travel around the site with a buddy
- I will talk to staff if I have a problem or am upset

### For parents

- I will always sign my child in and out with a staff member
- I will share relevant information about my child with the Play Leaders
- I will collect my child on time
- I will not bring my mobile phone onto the site
- I will refrain from smoking on site

## Physical Distancing

- Only parents who are symptom free or have completed the required isolation period must drop off/collect at the club
- Only 1 parent per family should collect
- Collection will be at the designated doors only; parents will not be able to enter the setting
- Whilst waiting to drop off/collect please adhere to social distancing, directions will be sign posted where possible
- Please call the site phone and staff will bring your child to you along with their personal items and sign them out – parents will not make contact with anything or anyone other than their child. The site number is 07398 388 073.

## Other considerations

### Face coverings

Public Health England does not currently recommend the use of face coverings during out-of-school settings activities. PHE advises that they are not required as children and staff are kept in consistent bubbles, and misuse among young children may inadvertently increase risk of transmission. However, face coverings are required by adults and children aged 11 and above when in communal spaces or when moving around premises.

Therefore, YMCA staff and children are not expected to use face coverings at out-of-school settings, with the exception of adults and children aged 11+ when moving through corridors and communal areas.

## **Travel**

Wherever possible staff should travel to the club using their own transport or by walking/cycling. If public transport is necessary, current guidance on the use of public transport must be followed. Parents cannot leave travel accessories including buggies, car seats, scooters in the premises, but rather in external buggy areas if necessary.

## **Hygiene, Health & Safety**

Hand sanitiser is available at all drop off/collection points and inside the club for staff.

Each bubble grouping is allocated specific activity equipment to reduce the risk of cross-contamination. At the end of each week, staff will separate and clean every piece of equipment thoroughly with the relevant cleaning agents.

## **Cleaning**

An enhanced cleaning schedule has been implemented. Communal areas, touch points and hand washing facilities will be cleaned and sanitised regularly throughout the day.

## **Waste disposal**

All waste is disposed of in accordance with local authority collections. Flannels and tissues will be immediately disposed of with the 'Catch it, Bin it Kill it' approach.

## **Risk assessment**

All activities will be risk assessed and due consideration given to any adaptations to usual practice. This may mean a suspension of learning experiences involving materials which are not easily washable such as soft toys, cloth materials, malleable materials and the suspension of the sharing of food and utensils.

## **PPE**

Government guidance is that PPE is not required for general use in children's activity settings to protect against COVID- 19 transmission. However, YMCA will keep a



reserve of face masks, gloves, aprons and personal hand sanitiser gels if needed for future use for staff.

PPE will continue to be worn as normal for the administration of first aid. Masks are available in the first aid kits for emergencies.

### **Building**

We will keep windows open where possible to ensure ventilation.



### **Resources**

Children will not be permitted to bring items from home into club unless absolutely essential for their wellbeing.

Where this is the case items will be appropriately cleaned upon arrival. All resources required for play and learning experiences of children will be daily washed and/or sterilised and some resources will be removed that are difficult to clean. Some malleable resources will be used by individuals only and will be disposed of at the end of the day e.g., playdough.

Equipment used by staff such as stationary, tablets etc. are allocated to individual staff members where possible and cleaned regularly.

## **Responding to a suspected case**

In the event of a child developing suspected coronavirus symptoms whilst attending the setting, they need to be collected as soon as possible and isolate at home in line with the NHS guidance.

Whilst waiting for the child to be collected they will be sat away from others, supervised by a member of staff wearing PPE. A window will be opened for ventilation.

The area will be thoroughly cleaned immediately after collection. The person responsible for cleaning the area will wear appropriate PPE.

In the event of a staff member developing suspected coronavirus symptoms whilst working at the club, they will return home immediately and isolate at home in line with the NHS guidance.



## In the Event of a Positive Case

**Important:** Please note that you/your child only needs to self-isolate (and not attend Wollaton Holiday Club) if you are showing COVID-19 symptoms and/or you have been contacted by NHS Test and Trace. If you think your child has been in contact with someone who has coronavirus, but they do not have symptoms and have not been told to self-isolate, they may continue to attend the club in line with the latest government advisements, provided they continue to follow health and safety guidelines in place (i.e., frequent hand washing, social distancing outside group bubbles etc.).

## COVID-19 Testing

Staff at Wollaton Holiday Club access lateral flow testing twice weekly and have been offered the COVID-19 vaccine.

All staff and children who are attending a Wollaton Holiday Club setting have the option to book a test through the GOV.UK ([www.gov.uk/getting-tested-for-coronavirus](http://www.gov.uk/getting-tested-for-coronavirus)) online portal if they show symptoms of coronavirus. You should only order a test if you are displaying symptoms of COVID-19.

Where the child or staff member tests negative, they can return to their setting and the fellow household members can end their self-isolation.

If a child tests positive in the childcare setting, NHS Test and Trace will speak directly to anyone with whom they have been in contact to offer advice. This advice may be that the rest of their childcare group (bubble) within the setting should be advised to self-isolate.

To support NHS Test and Trace in identifying close contacts, Nottinghamshire YMCA will keep records of:

- children and staff in specific groups/rooms
- close contact that takes places between children and staff in different groups/rooms
- the timing of the activities/interactions

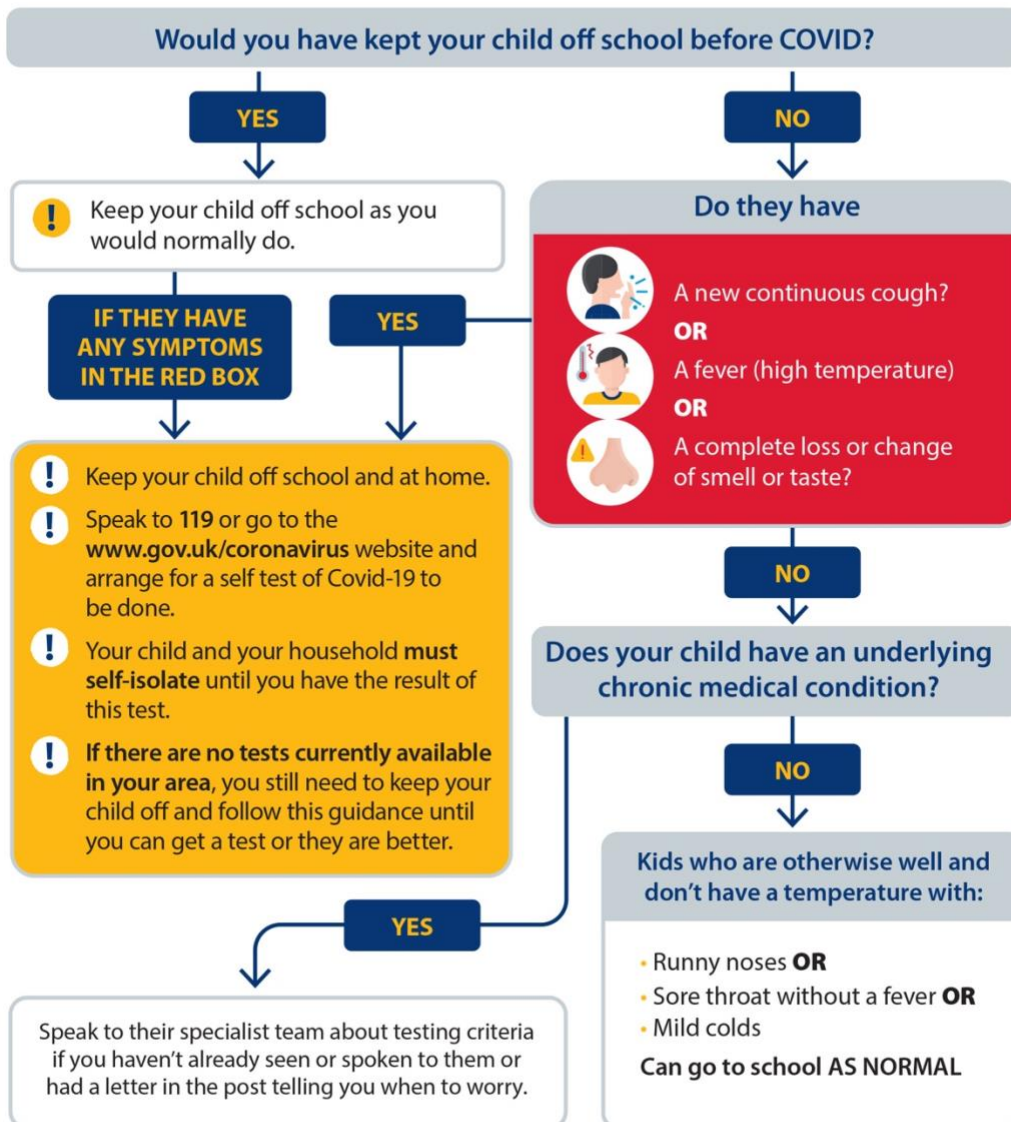
If you or your child develops any of the below symptoms of coronavirus you will need to self- isolate immediately and take a coronavirus test:

- A high temperature

- A new, continuous cough
- A loss or change to your sense of smell or taste



# Managing illness during COVID - Guidance



\* A 'Continuous cough' is defined currently as someone who is coughing for at least 3 hours a day. This is DIFFICULT to determine in a child. Any child who is coughing A LOT throughout the day and night has a continuous cough.

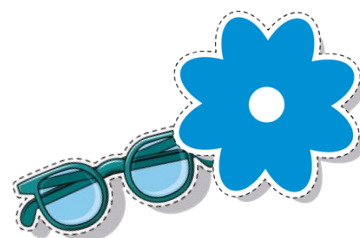
## FAQs

### **My child needs medication – how do you manage this?**

We need your permission before we can administer your child with any medication. This must have been prescribed by their doctor, dentist or nurse. You will need to complete a medication administration form on the first day your child attends the club, please request a form from a member of staff during sign-in time.

We can only administer medication if it is in its original container with the following information:

- Child's name
- Date of prescription
- Prescription's expiry date
- Name of pharmacist
- Correct dosage instruction



Please give any medication to the Senior Play Leader. When the medication is administered the Senior Play Leader and a fellow member of staff, acting as a witness, will sign the medication administration form, and your child will sign the form too.

### **We would love to hear your feedback!**

Our team are always happy to listen to your concerns or thoughts at arrival and collection time. If you require a longer chat just let a member of staff on site know to arrange a time or email [catehrine.shotton@nottsymca.org](mailto:catehrine.shotton@nottsymca.org).

There are feedback forms available on the front desk to give your written feedback throughout the week. If you'd like to leave us positive feedback, you can visit [facebook.com/NottinghamshireYMCA](https://www.facebook.com/NottinghamshireYMCA) and leave us a 5-star rating.

Alternatively, you can write a letter and return it another day or pop it in the post to head office: YMCA Children's Services, Third Floor, Nottingham, Voluntary Action Centre, 7 Mansfield Road, Nottingham, NG1 3FB.



### **Ofsted complaints policy**

If you have concerns about the quality of the care your child is receiving, it is usually best if you discuss it with us. Contact [catherine.shotton@nottsymca.org](mailto:catherine.shotton@nottsymca.org)

If you are a parent/ carer and cannot resolve your concern through discussion, you can send your formal written complaint to [childcare@nottsymca.org](mailto:childcare@nottsymca.org) or by post to the address above.

If you are a parent/carer that has made a formal written complaint to the provider, which relates to the requirements of the Ofsted Registration, we must carry out an investigation into your complaint. We must tell you about the outcome of the investigation, and any actions we have taken, or plan to take, as an outcome of your complaint.

We must do this within 28 days of receiving your complaint. You can ask to have the outcome of their investigation in writing. We must keep a record of written complaints. If you are not satisfied with our response, or your concern relates to a matter you cannot discuss with us, you can contact Ofsted. You can contact Ofsted at any time about any concerns about a provider on 0300 123 4666 or visit [ofsted.gov.uk](http://ofsted.gov.uk)

## Lost Property

We'll display all lost property items at the end of the day on the lost property table, please check the table each day if your child has lost an item. We'll donate lost items that aren't claimed to charity.

## Safeguarding

It is Nottinghamshire YMCA's duty to protect the children and staff in our care, and to follow the above policy at all times. All policies are available for parents to read. Please ask a staff member for more information.

**Disclaimer:** The information reflects the state of play on 17 March 2021. For the latest guidelines, please visit the government website ([www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)).

If you have any questions or concerns, please email [childcare@nottsymca.org](mailto:childcare@nottsymca.org) or call **0115 711 7006**

