



Childs Play Clubs UK

Handbook

Administrative Office

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Our Philosophy

At Child's Play Clubs UK we believe that children are experts at play, it is our job to create an environment where imaginations take flight.

We are passionate about providing culturally diverse environments within high quality out of school care settings that respect and celebrate the uniqueness and development of each child.

Our Mission

Our mission is to compliment the diverse communities and families to whom we provide out of school child-care. Our playworkers create an environment that enables high quality play opportunities that inspire curiosity and support children's development.

Playwork Principles

CPCUK are inspired by and based upon the playwork principles. These principles establish the professional and ethical framework for playwork and as such must be regarded as a whole. They describe what is unique about play and playwork, and provide the playwork perspective for working with children and young people. They are based on the recognition 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:

- **All children and young people need to play.** The impulse to play is innate. Play is a biological, psychological and social necessity, and is fundamental to the healthy development and well being of individuals and communities.
- **Play is a process that is freely chosen,** personally directed and intrinsically motivated. That is, children and young people determine and control the content and intent of their play, by following their own instincts, ideas and interests, in their own way for their own reasons.
- **The prime focus and essence of playwork is to support and facilitate** the play process and this should inform the development of play policy, strategy, training and education.
- For playworkers, **the play process takes precedence** and playworkers act as advocates for play when engaging with adult led agendas.
- The role of the playworker is to support all children and young people in the creation of a space in which they can play.
- The playworker's response to children and young people playing is based on a sound up to date knowledge of the play process, and reflective practice.
- Playworkers recognise their own impact on the play space and also the impact of children and young people's play on the playworker.
- Playworkers choose an intervention style that enables children and young people to extend their play.

All playworker intervention must balance risk with the developmental benefit and well being of children.

Play Types

There are acknowledged to be a number of different play types (around 16) which provide playworkers, managers and trainers with a common language for describing play. There are in no particular order.

1. Symbolic Play – play which allows control, gradual exploration and increased understanding without the risk of being out of depth e.g. using a piece of wood to symbolise a person or an object, or a piece of string to symbolise a wedding ring.

2. Rough and Tumble Play – close encounter play which is less to do with fighting and more to do with touching, tickling, gauging relative strength. Discovering physical flexibility and the exhilaration of display. This type of play allows children to participate in physical contact that doesn't involved or result in someone being hurt. This type of play can use up lots of energy.

3. Socio-dramatic Play – the enactment of real and potential experiences of an intense personal, social, domestic or interpersonal nature e.g. playing at house, going to the shops, being mothers and fathers, organising a meal or even having a row.

4. Social Play – play during which the rules and criteria for social engagement and interaction can be revealed, explored and amended. E.g. any social or interactive situation which contains an expectation on all parties that they will abide by the rules or protocols, i.e. games, conversations, making something together.

5. Creative Play – play which allows a new response, the transformation of information, awareness of new connections, with an element of surprise. Allows children to design, explore, try out new ideas and use their imagination. They can use lots of different tools, props, equipment. It can have a beginning and an end, texture and smell. e.g. enjoying creation with a range of materials and tools for its own sake. Self expression through any medium, making things, changing things.

6. Communication Play – play using words, nuances or gestures e.g. mime / charades, jokes, play acting, mickey taking, singing, whispering, pointing, debate, street slang, poetry, text messages, talking on mobiles / emails/ internet, skipping games, group and ball games.

7. Dramatic Play – play which dramatizes events in which the child is not a direct participator. For example presentation of a TV show, an event on the street, a religious or festive event, even a funeral.

8. Locomotor Play – movement in any or every direction for its own sake. E.g. chase, tag, hide and seek, tree climbing.

9. Deep Play – play which allows the child to encounter risky or even potentially life threatening experiences, to develop survival skills and conquer fear. E.g. conquer fear such as heights, snakes, and creepy crawlies. Some find strength they never knew they had to climb obstacles, lift large objects, etc.. E.g. leaping onto an aerial runway, riding a bike on a parapet, balancing on a high beam, roller skating, assault course, high jump.

10. Exploratory Play – play to access factual information consisting of manipulative behaviours such as handling, throwing, banging or mouthing objects. E.g. engaging with an object or area and, either by manipulation or movement, assessing its properties, possibilities and content, such as stacking bricks.

11. Fantasy Play – This is the make believe world of children. This type of play is where the child's imagination gets to run wild. Play, which rearranges the world in the child's way, a way that is unlikely to occur. E.g. playing at being a pilot flying around the world, pretend to be various characters/people, be where ever they want to be, drive a car, become be six feet nothing tall or as tiny as they want to be the list is endless as is a child's imagination.

12. Imaginative Play – play where the conventional rules, which govern the physical world, do not apply. E.g. imagining you are ..., or pretending to be, a tree or ship, or patting a dog, which isn't there.

13. Mastery Play – control of the physical and affective ingredients of the environments. E.g. digging holes, changing the course of streams, constructing shelters, building fires.

14. Object Play – play which uses infinite and interesting sequences of hand-eye manipulations and movements. E.g. examination and novel use of any object e.g. cloth, paintbrush, cup.

15. Role Play – play exploring ways of being, although not normally of an intense personal, social, domestic or interpersonal nature. For example brushing with a broom, dialing with a telephone, driving a car.

16. Recapitulative Play – play that allows the child to explore ancestry, history, rituals, stories, rhymes, fire and darkness. Enables children to access play of earlier human evolutionary stages.

References

Hughes, B. (2002) *A Playworker's Taxonomy of Play Types*, 2nd edition, London: PlayLink.

Staff and Program Expectations

Our staff are our most valuable resource. Child's Play Clubs UK strives to hire people who are committed to the profession and have long term goals to work in the child care sector. All staff will be qualified as a child development assistant, child care worker or playworker, as well as having DBS clearance and be trained in first aid.

As providers, we agree to:

- provide a consistent, quality and respectful program
- provide a safe, wholesome and rewarding environment
- listen to children's concerns and answer their questions
- treat each child with respect and dignity
- respect each child's and family confidentiality
- be sensitive to all cultures
- encourage creativity, growth, and foster self-esteem in each child
- provide positive reinforcements and consequences for negative behaviour

All children must arrive to the program with:

- Functional footwear (trainers/secure sandals/wellies/walking boots)
- Spare set of clothes in back pack
- Sunscreen (in spring/summer/fall)
- Water Bottle
- Jacket/Fleece/gloves

Our program has the expectation to be outside daily; the only time we will not play outside is when the temperature dips below minus 15c.

Appropriate Clothing: Indoor shoes are encouraged. We prefer not to wear boots or outdoor shoes in the centres, this enables us to protect and care for the flooring in our centres. Parents please remove outdoor boots if you intend walking into the main rooms. **All clothing needs to be labelled with the child's name.** Outdoor play is an integral part of our programs to encourage healthy physical development and activity. Each day, children are required to have appropriate clothing for outdoor activities. During the winter, children **MUST** have waterproof / trousers, gloves, hat, winter coat and boots to protect them from the cold and snow. In the spring and summer, children must have hats, light jackets, running shoes or secure sandals (no flip flops) and a change of clothes. **CHILD'S PLAY CLUBS UK IS NOT RESPONSIBLE FOR LOST ARTICLES OF CLOTHING.**

PERSONAL BELONGINGS: CHILDREN MUST NOT BRING MONEY, JEWELLERY OR EXPENSIVE TOYS/GADGETS TO THEIR PROGRAM UNLESS THEY HAVE SPECIAL PERMISSION. CHILD'S PLAY CLUBS UK CANNOT BE HELD RESPONSIBLE FOR ANY DAMAGES TO PERSONAL BELONGINGS OF THE CHILDREN

Hours of Operation

During the school year (Sept-June) all centres open at 7am and close at 6pm. PD day and Play Scheme days operate 7:00am-6:00pm as well. PD days may be held at another location.

We are closed on the following days:

New Year's Day
Good Friday
Easter Monday
Christmas Day
Boxing Day

We are also closed between Christmas Eve and New Year's Day. If your registered program is operated within a school, our program will close during all school holidays (Eg. winter break/ spring break) alternate locations may be provided.

SCHOOL CLOSURE DUE TO EMERGENCIES OR SNOW DAYS

In the event that the school closes due to emergencies or snow, Child's Play Clubs UK will do our best to open all programs. However, parents are advised that it may not be possible for staff to get to the centre safely and are therefore asked to call your home site before dropping children.

Should the school board make a decision to close schools, Child's Play Clubs UK will also be closed at school locations. Reasonable attempt to notify families will be made, which may include posting notices on each site.

ATTENDANCE

Children in Before/After school programs are placed into groups, the size of which is based on staff/child ratios determined by the Government's recommended guidelines.

<u>Playworker/Child Ratio</u>	
<u>Age of Child</u>	<u>Playworker/Child Ratio</u>
Four and a half years and over, but under six years	1:8
Six years and over	1:10

Enrolment

During the school year registration is on-going and available depending on programme space and waitlists. Families enrolled in Child's Play Clubs UK programs are offered priority registration for holiday care and the upcoming school year. It should be noted that priority does NOT guarantee a spot, as we may have more children looking for care than spaces available. We will also have strict cut off dates for registering for each school year.

Registration will only be accepted under the following conditions:

- Childs Play Clubs UK registration forms are fully completed
- All consent forms and agreements have been signed.

Registration can be done at your Child's Play Clubs UK site or via www.childsplayclub.co.uk or

It is very important that you notify Child's Play Clubs UK if any of the following changes to the child's regular schedule occur:

- A new nanny or caregiver
- A party other than the child's parents or usual caregiver is bringing in or picking up the child (including occasions when your child is being picked up by another parent other than their own)
- Changes to your child's medical file (for example, allergies are noticed, or medical conditions)
- Changes to your child's personal file (including but not limited to a change of address or phone number)

ABSENCES/MISSING CHILDREN

Parents are responsible for notifying Child's Play Clubs UK staff when their child will be absent. On school days if a child is present in the morning and is absent in the afternoon, staff will contact the parents and school to determine the whereabouts of the child. If a child is absent in the morning, the staff will assume the child will be absent in the afternoon unless otherwise informed. On full day programs, if a child does not arrive in the morning and staff has not been contacted by the parents, it will be assumed that the child is not attending and no contact will be made to determine the child's whereabouts.

FEES AND PAYMENTS

School Year Fees: Monthly fees for care during the school year are required by Bank transfer at the start of each month. **Childs Play Clubs UK reserves the right to terminate child-care immediately due to fee non-payment.**

Summer Fees: Fees for summer camps are charged on a per week basis. Payment is required on the first day of the month for the weeks attending (e.g. if your child is registered for weeks in July, fees are due July 1st) Fees paid in advance are non-refundable if a child does not attend. A deposit is not required for summer care and the registration is separate from the fall registration. Registration in summer camps does not entitle families to priority registration for upcoming fall programmes.

Additional fees: There is an additional weekly fee for care provided over Winter Break, Teacher Convention and Spring Break. Payment of this is required **prior** to attending the program, if you wish for your child to participate in the program. **This fee is in addition to the fee charged for the month.** Not all locations will run during Winter Break, Teachers Convention and Spring Break. Please check your specific location for

information. ***One month notice from the 1st of the month must be given to cancel for Spring Break/Winter Break/Teacher Convention. If insufficient notice is given, you will be charged the full fee.**

Declined or Cancelled Payments: If a payment is returned to Childs Play Clubs UK, in any form, we will notify the payee and make arrangements for payment to be secured. An additional fee of £20 will be charged as an administration costs. Child's Play Clubs UK also reserves the right to terminate child care immediately if payment is not received.

Child Care Vouchers: Parents can apply for child care vouchers through their chosen voucher provider.

Late Fees: monthly fees paid after the 1st of the month have a late fee of £10 per day levied against their account.

Withdrawal: Notice is required by the 1st of the month, in writing, if a child is to be withdrawn from the program or where there is a change required to your child's care (i.e. days or hours). Notice given after the 1st of the month to terminate care will result in full fees for the next calendar month.

DROPPING OFF AND PICKING UP CHILDREN

Dropping Off: Under no circumstances is a child to be dropped off at a program before 7:30 am at sites providing CPCUK Breakfast Club. Parents/carers are responsible for ensuring their child arrives safely at the program centre. Children need to be signed in each morning and signed out each afternoon. Communicate with the staff on shift when dropping off your child to ensure they are aware of your child's arrival.

On full days: Children may be required to arrive at their centre at a specific time for a planned field trip. It is the parent's responsibility to ensure their child arrives at the centre at the specified time.

Picking up: Children are to be collected by 6pm sharp. Parents must come into the centre to pick up their child. Children will only be released for pick up to people who are authorised to do so as indicated on the registration form. Please contact the centre if someone else will be picking up your child.

Walking to and from school: Some programs are held off site from schools and require children to walk between the locations. Child's Play Clubs UK has established a pick up point at the school. After school, if a child does not show up at the pre-arranged pick up spot (within 15 minutes of dismissal time) staff and children will return to the program centre. If a child was expected to be picked up at the school and did not show, a phone call will be made to the school and parents to determine the whereabouts of the child. Program staff will NOT return to the school at a later time to collect children.

Parents should stress to the school that children enrolled in off-site Child's Play Clubs UK programs can NOT be kept after school. Only if a program is within a school then school staff will advise Child's Play Clubs UK if the child will be late attending an after school program. If there is an on school site after school activity, children can walk themselves to Child's Play Clubs UK centre's with parents/carer permission. The school would also need to be notified of this arrangement and in agreement.

Late Fines per child (after 6pm):

- *First incident:* a £10.00 fine will be charged for the first 10 minutes (i.e. 1 minute – £10.00; 9minutes – £10.00) with an additional charge of £1.00 per minute thereafter.
- *Second incident:* The above fine procedure will be applied and a written letter of warning will be given indicating that termination of care is possible if late pick up occurs again.
- *Third incident:* Care will be terminated immediately.

If a child has not been picked up by 6.15 pm, staff will call Child and Family Services if attempts to reach parents have failed.

Any records of late fines are kept confidential.

Locations off School Grounds: Key Stage 2 Children may walk back and forth from the Child's Play centres to their school if the appropriate consent form has been signed. Child's Play Clubs UK will not allow children to walk to and from program centres on their own without written parental consent.

Location on School Grounds: On site programs – Each site has its own policy ensuring children are picked up from class either by school staff or CPCUK playworkers.

Separation and Custody: Children will only be released for pick up to parents with legal custody. Copies of custody orders must be provided to the Site Manager to be kept on file. Child's Play Clubs UK cannot withhold the release of a child to a parent unless documentation prohibiting release is provided.

Should a parent without legal custody arrive at a program centre to pick up their child, staff will make reasonable efforts to dissuade the parent. However, if this parent becomes annoyed or agitated, or aggressive, the staff will allow the child to go with the parent then immediately contact the police. Child's Play Clubs UK staff cannot put themselves in danger at any time.

SAFEGUARDING POLICY:

If any person (including the child's legal guardian) arrives to collect their child and staff has reason to believe that the individual is under the influence of alcohol or illegal drugs, staff are directed to:

- Advise manager or acting manager of the situation.
- Advise the person that the child should not be released and offer assistance to the person (i.e. calling a cab)
- Call the child's emergency contact to arrange pick-up
- Notify the police if the child or their family is at risk of personal injury or harm.

ADMINISTRATIVE RECORDS

Staff are required by licensing regulations, to document the daily attendance of all registered children. Absences, arrivals, and departures are recorded by staff and parents are required on a daily basis to sign off on their child's attendance.

Child's Play Clubs UK sites maintain up-to-date records containing the following information:

- Particulars of each child's daily attendance at the facility, including arrival and departure times
- Particulars of the daily attendance of each staff member, including arrival and departure times
- The hours each staff member spends providing childcare
- Evidence of each staff member's childcare / playwork certification and first aid qualifications
- Current criminal record checks, including vulnerable sector searches, for each staff member and volunteers

The children's files are made available to staff so that they may stay informed about each child in their care. Parent may put in a request to see their child's file. Request will be followed up within 2 business days.

The following information is maintained and kept up to date at for each child in the programme:

- Completed enrolment form, including child's name, date of birth and home address
- Parents' names, home address(es), and telephone number(s)
- Parent agreement form (refer to last page of this handbook for sample)
- A written consent of the child's parent/guardian for any medication to be administered, along with the name of the medication, time and amount to be administered, notations by staff of when the medication was administered, and the initials of the person who administered the medication
- Particulars of any health care provided to the child, including medication administered with the prior written consent of the child's parent(s) and incident/accident forms
- Any other health information relevant to the child, including immunizations and allergies

- Two emergency contact's name, address and phone number during daytime hours
- Information regarding the child's preferences, habits, and fears
- Staff observations and developmental checklists are kept on site

ACCESS TO INFORMATION

CPCUK has a policy of open access to information. This means that children, parents and carers are actively encouraged to view all policies and procedures that govern the way that our programs are operated.

Parents and carers are welcome to see records kept about their own children a minimum of 24 hours' notice prior to viewing their child's records is required. However, if this would mean taking staff away from looking after children, then arrangements can be made to ensure staff availability at a mutually agreeable time. Parents/carers are not able to access personal staff files, or information on children other than their own.

CONFIDENTIALITY

All licensed child care providers are required to adhere to confidentiality practises regarding information sharing related to program personnel and participants. All staff are aware that any communication between the child's school and/or teacher must be provided with a written consent from the parents.

Breaches of confidentiality are investigated and if found to be accurate are grounds for termination. If you have any questions or concerns about confidentiality, please contact us at your convenience.

COMMUNICATION AND OPEN DOOR POLICY

Open and honest communication clarifies expectations and allows for positive and successful relationship building. Staff interactions and communications with families are intentional and facilitate positive and respectful relationships. Parents are encouraged to bring any concerns or questions they have regarding their child's care at Childs Play Clubs UK to the site manager. Communication between staff and parents/guardians is expected to remain respectful at all time and both parties are to refrain from using rude, aggressive or belligerent behaviour. Staff engage in active conversation with children, and ensure the children are allowed to finish speaking without being interrupted.

Regular newsletters, emails, notes on the white boards are published to inform all registered families of monthly events, director news, community events, staff changes and any other important information.

If you have a question, problem or suggestion, you will receive fair and objective consideration without fear of reprisal.

It is always best to start with your immediate manager. Between the two of you nearly all problems or misunderstandings should be able to be resolved quickly.

However, if at any time you are not satisfied with the response you receive from your manager, or if you prefer to talk to someone else, you should feel free to contact the Operations Manager. You can be assured that when speaking with the Operations Manager all responses will be made in conjunction with executive management.

COMPLAINT POLICY AND PROCEDURES

Child's Play Clubs UK values honest, open communication. We encourage parents and guardians to contact program staff or the Play Mentor Support Team with any concerns or questions regarding their child's care. We are committed to providing a quality program and a safe environment for the children. Parent feedback helps to direct us to examine areas that may benefit from improvement or change.

Child's Play Clubs UK will endeavour to provide a service that is caring and understanding towards the children and their family's needs. However, if a parent/carer has any concerns or complaints then this is the procedure to follow:

1. Talk in person, telephone or email/write to the centre manager. Contact details of site managers are provided at each program. The centre manager will respond to your complaint within 3 business days advising they will get back to you once they have all the information. The manager will then investigate the complaint fully and try to ensure any problems are resolved as quickly and effectively as possible.
2. If the problem has not been resolved at centre manager level then parents/carers may contact the Operations Manager.
3. Child's Play Clubs UK owners are kept aware of all complaints, and if necessary will contact parents/carers.
4. Parents/carers may contact Ofsted if they feel their complaint has not been resolved or if there is a serious risk to children.

PHILOSOPHICAL DIFFERENCES

Occasionally, the needs of a family do not fit with the principles, policies and procedures of Child's Play Clubs UK. CPCUK staff will try to promote discussion to come to agreeable terms. However, if this is not possible, it is in the best interest of the family to enroll their child in a program that is more in line with their needs or beliefs. Child's Play Clubs UK reserves the right to ask the family to find a more suitable child care arrangement.

POLICIES

Child's Play Clubs UK generates all policies through discussions with staff, parents and schools. We commit to policy making that reflects current and best practices for Alberta Licensing and Accreditation standards and understand that policies are ongoing to meet staff and families attending the programs.

GUIDANCE POLICY

It is important for a successful running of our program and for the benefit of all the children that they follow and abide by the rules and routines of the program. The staff will establish and teach these rules and routines of the program from the onset. Every effort will be made to ensure that the children understand and are aware of these rules and routines regarding safety, respect and responsibility of all the children – for themselves, each other and the physical facilities. We shall use virtues where possible to express positive behaviour.

Child Guidance used in the program will be communicated to parents, staff and children (where developmentally appropriate) and any consequences given to a child are reasonable in the circumstances.

In addition, staff or volunteers must not inflict or cause to be inflicted any form of physical punishment, verbal or physical degradation or emotional deprivation, deny or threaten to deny any basic necessity or use or permit the use of any form of physical restraint, confinement or isolation.

Listed below are some of the tools that Child's Play Clubs UK staff use to help teach children behave appropriately:

Modeling

The most powerful teaching skill is to model the behaviour that is expected from the child. Children imitate the adults in their lives. They will copy manner, tone, language, and actions, whether appropriate or inappropriate. Setting a good example is critical in maintaining a positive learning environment.

Speaking respectfully

Communicating with a child cannot be done effectively from a distance. The time spent talking to and making eye contact with a child is quality time. Speaking respectfully and using “I” statements will have the child paying closer attention to what is said.

Setting ground rules

A few necessary, clear, and reasonable limits that are consistently enforced give children security. However, too many rules set everyone up for failure, because they cannot be remembered and they cannot be enforced consistently. Rules are for protecting the health, safety, property and rights of all the children in the classroom.

Noticing positive behaviour

Positive behaviour will increase if it is given attention. (“Wow, you zipped up your coat all by yourself! Now you don’t have to wait for help – way to go!”)

Making an investment

Each child needs to receive individual attention every day, in the form of actions such as a greeting, a handshake / hi-five, conversation, story reading, or one-to-one attention during playtime.

Asking for appropriate behaviour

Children respond better to being told what to do rather than what not to do. Examples include saying, “Walk, please,” instead of, “Don’t run”, or “Keep your feet still, please,” instead of, “Stop kicking the table.

Leadership

The older children in our program are given an opportunity to model and help the younger children, also are given more responsibility. The staff encourage children to try new things on their own.

Children respond to different strategies to help them learn appropriate social behaviours. One strategy used would be to remove the child from the situation with the use of a ‘time-away’ and/or where a child can move to a quiet area to do an activity by themselves. It is at the discretion of program staff to determine the strategy most effective, given the nature of the situation and the child or children involved.

If a child is having difficulty cooperating in the program, activities will be chosen with adult assistance, or the child may be directed to an activity that does not require group participation, until the child is comfortable to return to the group. The child will be encouraged to take responsibility for his/her actions and feelings. If a child is having constant difficulty with appropriate behaviour, the playworker will contact the parent(s) to make them aware of, and have them help to resolve any problems.

If a child consistently behaves in a manner that is not aligned with the expectations of the program staff, and does not respond to their behaviour strategies within a reasonable amount of time, the staff member will record and report the issue to the program manager. A meeting may be called to include the child’s parents, the staff team member and the Play Mentor Support Team. The child may be placed on a 2-week probationary period. If at the end of the 2-week period, the program staff and director concurs that the behaviours still persist and is disruptive to the program, the parents will be asked to withdraw their child from the program.

WARNINGS, SUSPENSIONS AND TERMINATION OF CARE

The following are behaviours for which warnings, temporary suspensions and termination come into effect:

- Negative physical contact of another child or adult
- Derogatory or abusive language

- Running away
- Property or equipment destruction
- Theft of program or other participant belongings
- False accusations regarding staff, children or volunteers

In the event any of the above behaviours occur, the following disciplinary actions will be taken:

- *First instance* – The parent/carer will receive a warning letter documenting the behaviour, actions taken to resolve the situation, and consequences if the behaviour re-occurs. The child and parent/carer is warned that if the behaviour happens again, he/she will be suspended for 2 days.
- *Second instance* – The child will receive an immediate 2 days suspension documented in a letter written by the Centre Manager outlining the circumstances of the behaviour and actions taken.
- *Third instance* – Care for the child will be terminated immediately.

Child's Play Clubs UK reserves the right to terminate care without notice. Parents are encouraged to communicate with Child's Play Clubs UK openly to problem solve any behavioural issues, as well keep Child's Play Clubs UK updated on any extenuating circumstances.

ANTI-BULLYING POLICY

Child's Play programs have a zero tolerance policy regarding bullying, on occasion bullying behaviours can occur within a program.

Bullying occurs whenever there is:

- Repeated and consistent negative actions against another
- An imbalance of power (physically, verbally, or socially) between the child who bullies and the target
- Contrasting feelings between the child who bullies and the target as a result of the bullying episode (the child who bullies may feel excited, powerful or amused while the target feels afraid, embarrassed, or hurt)
- Bullying is not a discipline problem; it is a relationship problem

Types of bullying that can occur:

- Verbal bullying - name-calling, sarcasm, teasing, spreading rumours, threatening, making negative references to one's culture, ethnicity, race, religion, gender, or sexual orientation, unwanted sexual comments.
- Social Bullying - theft, excluding others from a group, humiliating others with public gestures or graffiti intended to put others down.
- Physical Bullying - hitting, poking, pinching, chasing, shoving, coercing, destroying or stealing belongings, unwanted sexual touching.
- Cyber Bullying - using the internet or text messaging to intimidate, put-down, spread rumours or make fun of someone.

Preventative Strategies:

Tell a leader or parent, tell the person doing the bullying to 'stop that, it makes me uncomfortable and I don't like it', ignore it and walk away. For more strategies please refer to www.stopabully.ca

Consequences for bullying behaviour:

Staff will discuss the inappropriate behaviour with the child who initiated it, asks the child to share their understanding of the program policy. Administer a consequence. Communicate with parents. Parents are to communicate directly with staff on site if they have further concerns or questions.

PROGRAM AND REVIEW

A written program of daily activities is to be established by staff which responds to the individual needs and interests of the children. The programming should be appropriate to each child's age and level of development, and are sensitive to each child's cultural heritage. Staff ensure that children of all abilities can participate in activities. Cultural heritage is an integral part of programming. Staff encourages children and families to share their cultural traditions and celebrations. The indoor space is arranged to meet diverse needs, the number of the children in the program and provide a variety of activities that can occur simultaneously. A balance of competitive and cooperative games and sports are planned. Programming is posted and staff will involve children in the development of various activities. On a regular basis recreational activities are planned. Opportunities are available for children to learn the benefits of regular exercise. When staff are planning they include where they have found the project, and how it will be implemented.

This program shall provide a predictable daily routine to instill a sense of security, while remaining flexible enough to allow for individual preferences, independent choices, and staff involve children in the development of activities.

Child's Play Clubs UK review the program in systematic way where staff, parents, children and the school are involved. We utilize surveys and meetings to achieve this. Once the owners review the outcomes from the surveys and the meetings they will review the program and use the results to make revisions and adjustments, which will, in turn, improve the quality of the program.

INCLUSION AND DIVERSITY

We value diversity and are inclusive of all cultural, ethnic or religious backgrounds in our programs.

Our Inclusion policy is based around the the social model of disability and will endeavour to make all reasonable adjustments to ensure that all children attending our settings and programmes can enjoy an inclusive play experience. Inclusion and success come from open communication between the child parents, staff and other professionals supporting the child. There may be occasions when staff assesses that the setting / environment is unable to meet the needs of a specific child. In such cases, staff and administration will work with closely the family and other professionals to provide suggestions / develop solutions / explore other options available.

CHILD PARTICIPTION POLICY

Children are encouraged to participate in the design and delivery of daily activities and are given free choice within a selection of play opportunities. Children participate in the programming process and co-create their activities. Leadership opportunities are provided to the children as CPCUK considers providing opportunities to model and help their peers. Children are also given more responsibility if it would be through activities or one on one (e.g. buddy reading). Children are encouraged and supported to problem solve and staff also provide conflict/resolution resources as a means of support.

SCHOOL/COMMUNITY PARTNERSHIP

Child's Play Clubs UK value their partnerships with all schools and throughout the community. Relationships are encouraged and initiated by the program throughout the year through meetings, emails, conversations etc. As well, staff are aware of and support sponsored events such as school assemblies, school celebrations, school as well as aiding in the community, if it be by volunteering time, funder raising, and/or by the collection of donations. Managers at each site are responsible to do a meet and greet at the

beginning of every year (Sept.) and meet principals at the end of the year for packing up and direction for the coming year.

OUTDOOR POLICY

Children attending the program have scheduled daily opportunities for outdoor play in a safe, stimulating, and developmentally appropriate environment. CPCUK believes that Outdoor Physical Activity is an important part to the child's development. We encourage children to use all types of play during outdoor time. There will be limited time spent on the play structure and this will be monitored by staff. Children will have the opportunity to use the play structure if they wish. Child's Play Clubs UK will use outdoor play space that is within easy and safe walking distance from the program premises. Staff provide play materials that are in good repair and have sufficient quantity and variety for the children. Child's Play Clubs UK staff believe that outdoor time is a time for fun and exploration in a safe outdoor space. Staff are required to be situated around the play space to ensure adequate supervision.

SUNSCREEN/BUG SPRAY

It is the parent/carers responsibility to provide effective sun protection for their children. Child's Play Clubs UK does not provide sun screen for children but they can bring their own lotion (not spray) to use whilst at the programme. Children are expected to apply their own sun screen but staff will supervise.

OFF SITE ACTIVITIES

The children may be taken on a variety of field trips throughout the year and full day camps (non-school days). Parents will be advised of such trips through Child's Play Clubs UK staff, newsletters, notice boards, calendars, email or written notice. Regulations require that parents/carers must provide written consent for their child to participate in any off-site activity.

Child's Play Clubs UK staff ensure that a proper first aid kit and portable child records are on hand for each off-site trip. **Safety rules are reviewed with the children and their chaperones prior to each field trip. Staff enforce vehicle safety rules in line with UK government guidelines.**

Staff Responsibilities:

- Group children based on compatibility with other children and leader
- Ensure that children are wearing sunscreen if applicable, and if children have brought it with them.
- Check children's backpacks to ensure that hats, lunches and water bottles are inside
- Ensure all children have gone to the washroom before leaving the program
- **Have a discussion with the children about where they are going, how they are going to get there, who the group leaders are, what will happen, and who they need to watch and listen to**
- Perform consistent head counts
- Supervise own assigned group of children
- Monitor the environment for safety
- Take a backpack with first aid and emergency contact information which will be out of hands reach to children.
- Carry cell phones for emergency situations only

Volunteer Responsibilities:

- Know the names of the children in your assigned group
- Make sure your group of children are with you at all times
- Monitor the environment for safety

Children will be required to be at their program at the times indicated on their program schedule. Buses for field trips are booked months in advance and their departure from our program is not flexible. If children do not arrive in time for the scheduled field trip, parents are required to find alternative care for their child.

PARENTAL INVOLVEMENT

Parents are encouraged to volunteer at Child's Play Clubs UK programs. CPCUK promotes opportunities for this to occur at program socials (Christmas, spring, graduation, community events and cultural celebrations), on field trips or during fundraising events.

A solid partnership between CPCUK staff and home is the key to each child's success. Communication between all parties will ensure that your child's needs are being met. Staff will be communicating with you on a regular basis, and parents are strongly encouraged to discuss any issues or concerns directly with the staff, either in person or by phone or e-mail.

If there is a special occasion occurring in the program, notices will be sent home with the children, or a general e-mail will be sent to all families. As well, parents are provided with a monthly newsletter, to ensure they are aware of activities occurring in the program. In addition to this, the staff post notices by the door to keep parents informed of upcoming activities.

Parents wishing to volunteer with Child's Play Clubs UK are required to have a current DBS check.

Parents wishing to volunteer must complete a parent volunteer application form and participate in an induction training session.

Parents must sign a declaration indicating they are aware of our confidentiality and volunteer policies.

Parents are welcome to volunteer on outings with staff and children.

HOMEWORK & READING

Children who wish to complete homework or read quietly are accommodated at all our programs. We are required to allocate a specific space to a 'quiet corner' where children can participate in self-directed quiet activities when ratios allow it. Depending on need, some programs may have homework clubs with children gathering regularly to do their homework in a group setting.

MEDIA RELEASE

Photos and/or video may be taken of children or their artwork while they participate in Child's Play Clubs UK program activities. Media images or reproductions of original art and writing involving the children may be used in newsletters, childcare sector workshops, community/school, or by the community media outlets. Such use might occur during or several years after participation in our programs. Media Release forms will be provided at the time of registration and give parents the opportunity to provide or withhold consent for the situations described above.

ELECTRONIC MEDIA

Movie Showings: Child's Play Clubs UK may end the week with a movie. These movies will be U rated and the title will be available for parents before the showing. Occasionally we may want to show children a movie with a PG rating, this is to provide children in grades years 3 and above more appropriate content. Parental consent will be sought prior to the showing.

Electronic Devices/Video Games: We identify the children's' interest in electronics, but as an enriched program we believe that these types of electronics are safer at home, but provide specials days for such items where they can be brought from home (such as Fridays) for a secured time frame and as well on Professional Days. In Child's Play Clubs UK programs, the use of technology is monitored to ensure it is related to the program outcomes and is appropriate for the ages and abilities of the children in the program. Staff ensure that media play is limited.

- We may, from time to time, use IT or electronic equipment as part of supporting children's interested in STEM / STEAM or developing design and creative skills (e.g. designing T-shirts or creating customised colouring books, again this will be part of a planned activity with limited "screen time"

SAFETY/SUPERVISION

The building, play areas, toys, materials and furnishings are regularly inspected (and noted on a checklist) to ensure they are safe, in good repair and hygienically maintained.

Child's Play Clubs UK staff observe children's play and behaviour both indoors and outdoors. Staff are provided with an induction outlining the program's expectations and are provided with daily checklists to ensure expectations are being met. Staff will use a variety of methods throughout the day (personal notes, pictures, video) to document their observations. Staff are actively engaged with the children as appropriate and are available to the children at all times.

Through supervision, all children are accounted for both on and off program premises. Staff count and recount the number of children during transitions (when they are arriving or leaving the premises, or entering and leaving a school bus). Staff expectations during supervision are in accordance with children's development needs. Staff must carry their emergency backpacks and attendance sheets with them at all times. Staff position themselves throughout the play area (i.e. indoors or outdoors) so they have a clear view of the entire play area. Staff provide gentle reminders to the children when needed.

Child's Play Clubs UK staff are expected to be vigilant, consistent and thorough in their attention to the indoor/outdoor equipment, school grounds and establishment, so that unsafe equipment is not used and that unsafe conditions are immediately reported to Site Manager. Prior to the children's arrival in the morning, staff complete a daily checklist to ensure all areas and aspects of the program are safe. The correction of unsafe conditions in the building or on the grounds is given **immediate** priority.

Parents are to submit student pick-up and drop-off information at the beginning of each school year. **Car-pool alternatives must also be listed on the 'Alternate Pick-Up List' which is kept in the child's file in the administrative office. Alternate pick-ups for a child must provide identification at time of pick-up.** For the child's safety, CPCUK reserves the right to keep a child at school if the pick-up, drop-off, and/or car-pool

information is inaccurate or until the parent/guardian is contacted to make confirmation. Any changes to pick-up, drop-off, and/or car-pool personnel must be reported to the Site Manager.

Staff do NOT directly supervise children going to the washrooms or as they transition from one activity room to another. We encourage children to assume personal responsibility at these times and will advise parents if children are not acting responsibly. Kindergarten children will be supervised visiting the washroom. It is our policy meet and to follow licensing regulations for child to staff ratio.

Visitors:

All visitors, who are not already authorized, sign the visitors sign in sheet, which is available in the staff sign in binder. They need to provide full name, contact details, reason for visit, date and times of arrival and departure. They must be signed in and out.

HEALTH & SAFETY

Child's Play Clubs UK staff stay current with research and emerging best practices in health and safety as recommended by licensing and health authorities.

Cleaning and Hygiene: Staff members are responsible for daily and weekly cleaning on their own site, to ensure that cross-contamination of germs or contagious conditions are not being spread. After the program closes, the school's contracted caretakers or Community Centre contracted cleaners perform other daily cleaning tasks such as washing floors, cleaning bathrooms, and vacuuming. Each program has a weekly cleaning chart for regularly scheduled cleaning of toys and equipment. Child's Play Clubs UK programs incorporate regular and frequent hand-washing, with warm water and soap, at times such as upon coming in from outside, before and after mealtimes, and after using the toilet. Children are provided opportunities to learn about the benefits of hand washing practices and hygiene. Children are provided with paper towels, which are discarded after each use. Soiled linens and garbage are stored in closed containers.

Prevention of infectious diseases: *Child's Play Clubs UK* staff employ the following precautions to help prevent the spread of infectious diseases:

- Hand washing, with warm soapy water, after bathroom routines, nose-blowing, and if the child has put his fingers in his mouth
- Cleaning toys
- Disinfecting tables and counters after snack/lunch
- Cleaning shelving units and toys on a weekly basis
- Ensure that play clothing is washed on a weekly basis
- Ensuring that tasks on daily cleaning checklists are completed

ILLNESS

For the benefit of your child and the other children in the program please do not send your child to Child's Play Clubs UK when he or she is sick. If your child becomes ill at Child's Play Clubs UK Child's Play, he or she will be assessed by the staff, by a forehead temperature check using a digital thermometer and/or by a visual assessment of other signs of illness (including, but not limited to, observation of vomiting, diarrhea, a pink discharging eye, etc.). The staff member will then communicate with the manager in order for that individual to verify the child's condition. If it is assessed that the child will need to leave the program the child will be moved to an isolated supervised area (for example away from other children) where a staff member will monitor the child's condition until the parent or carer arrives.

The manager will ensure that the child's parent/guardian arranges for the immediate removal of the child from the school. The staff member is to fill out an Illness Report, which the parent will sign upon picking up the child. This document will be kept in the child's file.

If the child's parent/carer fails to have the child removed within one hour following notification of the child's illness, then the other parent or carer is called. If none of the child's parents or carers can be reached, then the emergency contact will be called. If the emergency contact cannot be reached, then Alberta Child and Family Services will be contacted as well as the programs contact at the Alberta Health Services if it is a communicable disease.

If a child exhibits any of the following symptoms, that child must not be sent to the program (if the child is already at in the program, the child's parent/guardian will be contacted to remove the child from the program):

- **Fever**
If a child has, or has had in the last 24 hours, a fever of 100.5° Fahrenheit or higher or is on a fever-reducing medication such as Tylenol. A child must be fever-free for 24 hours before they may return to programme.
- **Vomiting**
If the child vomits twice in 24 hours, or vomits once and displays other symptoms, the child must not attend programme until at least 24 hours after the symptoms disappear.
- **Diarrhea**
If a child has two abnormally loose stools, or one loose stool accompanied by other symptoms, the child must not attend the programme until at least 24 hours after the symptoms disappear.
- **Severe coughing and/or sneezing**
If the child makes high-pitched whooping sounds after coughing, or if the child turns red or blue in the face.
- **Difficult or rapid breathing**
- **Pinkeye**
If a child has tears, redness or eyelid lining irritation or swelling and discharge of pus, the child must not attend the programme until the discharge has completely stopped or until at least 24 hours after administration of medical treatment.
- **Yellowish skin or eyes**
- **Sore throat or trouble swallowing**
Infected skin patch Crusty, bright yellow, dry or gummy areas of the skin.
- **Unusual spots or rashes, or undiagnosed skin eruptions**
- **Severe itching of the body or scalp**
This is possible evidence of head lice, mites or scabies. If a child has scabies, ringworm, lice or impetigo, the child may only return to the childcare centre after the child is no longer contagious and upon presentation of a note from a physician.
- **Other signs or symptoms**
Symptoms that are indicative of a communicable disease, especially if the child has been exposed to a communicable disease.

A child who has been sent home from Child's Play Clubs UK with any of the symptoms described above may not return until:

- At least 24 hours after the child has been removed; **and**
- Until the symptoms are no longer present.

An exception to the above may occur if the child's parent presents a note from their doctor attesting that the symptoms are not from a contagious disease. (An example of this would be when the symptoms were due to an allergic reaction.)

If a staff member knows or has reason to believe that your child has contracted a **communicable disease**, you will be contacted and must make arrangements to remove your child from the program as soon as possible, for the period of time the child is contagious. If you know or suspect that your child has a communicable disease, please do not bring the child to the school for the course of the disease. A list of communicable diseases can be found in Schedule 1 of the Alberta Government's Public Health Act Communicable Diseases Regulation (AR238/85). Refer to this document's General Health section for information about other occasions when a child should be kept at home.

Parents are asked to notify both the program and the Public Health Region if their child contracts a communicable disease. Parents should also notify Child's Play Clubs UK about any other health issue their child has or develops that may affect the well-being of the staff and other children in the classroom.

Child's Play Clubs UK staff are first aid trained and will administer first aid in the event of an emergency.

MEDICATION

Child's Play Clubs UK will NOT administer medication to children unless it is an emergency medication. Administration of medication to a child can only occur where consent of the parent has been obtained. Parents are required to complete a Medication form for any children on emergency medication.

ACCIDENTS/INCIDENTS

If a minor accident/incident occurs, the staff member who observed the incident will:

1. Apply first aid as required by a current first aid holder.
2. Call the child's parent or guardian by phone, if necessary.
3. Complete an accident/incident form to the greatest extent possible.
4. Inform the Site Manager of the accident and provide him or her with the accident form for signature.
5. Have the child's parent sign a copy of the accident form for the Centre's files.
6. Photocopy the accident form for the child's parent if requested.

If a severe accident/incident occurs, the staff will:

1. Apply first aid as required by a current first aid holder.
2. Staff member or site manager will immediately contact 911/ health link, child's parent/ guardian, CPCUK's Executive Director
3. Complete an accident/incident form to the greatest extent possible.
4. Provide child's parent/guardian with the accident form for signature.
5. Site Manager is to call, email or fax the licensing officer or intake line immediately
6. Site manager to include a photo of injury as a means of communicating with senior staff if site staff are uncertain: eg broken bone - for second opinion on physical injury and ambulance

**** Child's Play Clubs UK staff may provide or allow the provision of health care to a child only if the written consent of the child's parent has been obtained, or the health care provided is in the nature of first aid. The child's parents or carers are responsible for any medical and transportation costs incurred**

The Centre Manager is required to report a serious illness or injury to a child immediately to licensing that occurs while the child is attending the program that may seriously affect the health or safety of the child.

Incidents that require reporting include, but are not limited to:

- **Emergency evacuations**
- **Unexpected program closure**
- **An Intruder on the program premises**
- **A serious illness or injury to a child that requires the program to conduct first aid**
- **A serious illness or injury to a child that requires the program to request emergency health care and/or requires the child to remain in the hospital overnight**
- **An error in the administration of medication by a program staff or volunteer resulting in the child becoming seriously injured or ill**
- **The death of a child**
- **An unexpected absence of a child from the program (i.e. lost child)**

The Manager also ensures that the program tracks and analyzes accidents/illness by using tracking logs. Annual reports are then submitted to the regional Out of School Care office for tracking purposes.

SMOKING

Smoking is not permitted on any Childs Play Clubs UK program premises or by any staff while they are providing care to registered children.

NUTRITION - SNACKS

When families provide food and drink, the program encourages healthy, nutritious meal based on the requirements outlined by the FSA. Staff will review children's meals on a daily basis. Staff also sit with the children during meal times to ensure that the children remain seated while eating and drinking. **Staff are responsible to ensure food preparation, serving utensils and surfaces are sanitized after each use.**

We do not provide lunch or snack to children. Parents will be given advance notice through newsletters or memos on occasions when Childs Play Clubs UK does provide any meals or snacks. We do not provide any beverage (i.e. juice). We encourage parents to send their children with healthy and nutritious food as outlined in the Canada Food Guide. A 'No Sharing' policy exists at all programs to ensure that children do not get exposed to foods that could harm them. Children are provided opportunities to learn about the benefit of good nutrition and hydration.

Child's Play Clubs UK is able to provide an emergency substitute in case a child forgets their lunch/snack. These are limited on site and parents will be invoiced £2.00 per snack. Parents are encouraged to bring in a labeled emergency snack that can stay on site and be given to their child in case of an emergency.

When a child's snack does not meet FSA standards, staff may supplement a child's snack at the parent's expense. If there are any concerns or questions about a child's meal, parents will be consulted.

EMERGENCY CONTACT INFORMATION

An Emergency contact definition is someone that a relationship to the parent or child, who are, but not limited to a relative, friend, neighbour, co-worker etc.

A parent or carer is contacted directly in the case of a minor emergency, if the parent/carer cannot be contacted the emergency contact will be used. In the case of a serious emergency (including but not limited to unconsciousness, difficulty breathing, and incidents requiring the use of an epi-pen), 911 is immediately contacted before contacting the child's parent/carer. If the parent or carer cannot be contacted, then the emergency contact is called. It is policy that parents provide the **Name, Relationship to the Child, telephone Numbers and Address of each emergency contact listed on the enrolment form and portable emergency cards (an emergency contact must be someone other than the parents and can arrive within an hour).**

PORTABLE RECORDS

Our program maintains a portable record of emergency information regarding each child, including the child's name, date of birth, and home address; parents' names, home addresses, and phone numbers; the name, address, and telephone number of each child's emergency contacts; and any other relevant health information about the child, including the child's immunization and allergies and asthma

EMERGENCY EVACUATION/FIRE DRILL PROCEDURE

Fire drills are held monthly at each Child's Play Clubs UK location. A fire exit map showing first and alternate route of evacuation is posted in each room at all times.

Fire Drill Procedures

For Children:

1. Stop whatever you're doing and line up quickly and quietly in the classroom. Wait for instructions from your Playworker before leaving.
2. When instructed by the Playworker, walk out quietly, in single file. Do not run, shove or push others. The last person out will shut the door behind them.
3. Do not make any unnecessary noise.
4. Go to your group's pre-designated area, and lineup.
5. Remain silent while your Playworker conducts a head count to ensure that everyone is present and accounted for.
6. Quietly wait for further instructions from your Playworker.

For Staff:

1. Stay calm and alert.
2. Take the attendance sheet and portable child records with you, and lead the way to the nearest exit shown on the floor plan posted next to the doorway. Ensure that the children proceed in a single file and in silence. If the first escape route is blocked, use an alternate route.
3. Ensure that lights are shut off and that all windows and classroom hallway doors are closed after children have left (if located inside a school)
4. Proceed outside with your designated key worker children to your programs pre-designated area. Once outside, take attendance and signal all present by raising your hand. Report missing children to the Manager.
5. Adults and children can only re-enter the building when indicated to do so

LOCK-DOWN PROCEDURES

Staff are to ensure that they are aware of Lock Down procedures for the school. Staff are to participate with the school for Lock-Downs. Staff are encouraged to do practices within the site as well.

If an unwanted person enters the school in such a manner that is threatening to the occupants of the school, the following procedures will be followed

1. Notify the office immediately using your class phone. The member of the office staff will contact police and make a P.A. system announcement to lock down all rooms.
2. Clear the hall and washrooms of all children, and keep them safely inside a LOCKED classroom
3. Close all blinds on the windows.
4. Stay extremely quiet.
5. If there is a knock on your class door, do not open the door until you can

Staff Parent Communication Policy

We encourage all staff and parents to develop a positive open relationship. Verbal and written forms of communication will be used to allow parents alternate ways to communicate. Parents can communicate with the staff through phone calls, face to face and emails. Communication must not be done through text messaging as staff will not be able to reply to these messages throughout the day. All communication between staff and parents need to be recorded on site.

Thank you for reading our parent handbook. Please make sure to get a copy of the terms and conditions from your Play Centre Manager and return them to your child's location. If you have any questions or concerns please direct these to your manager

Child's Play Clubs UK Ltd

