

SAFEGUARDING CHILDREN

HOTELPLAN LIMITED SAFEGUARDING PROCEDURE

This procedure applies to all staff, including senior managers, paid employees, volunteers and seasonal workers, agency staff, students and anyone working on behalf of Hotelplan Ltd.

The Purpose of this policy:

- To protect children and young people who receive Hotelplan Limited services;
- To provide staff with the overarching principles that guide our approach to safeguarding and protection;

Hotelplan Limited believes that a child or young person should never experience abuse of any kind. We have a responsibility to promote the welfare of all children and young people and keep them safe. We are committed to practise in a way that protects them.

RECRUITMENT PROCEDURES

- Interview all applicants following the recruitment procedures and checks
- Workaseason may advertise the positions available with any professional agency, the company website, college, universities and websites
- Identify reasons for gaps in employment or inconsistencies
- Check all applicant's identity by their birth certificate and or passport, see photo identity, before a contract is offered
- Ensure that all who work directly with children & young people within Hotelplan Limited hold a suitable disclosure through the Disclosure & Barring Service
- Take all reasonable steps to ensure that persons who have been convicted of or have received a formal police caution concerning sexual offences against children or young people, shall not undertake work with children and young people within Hotelplan Limited. All members of the overseas management team should assist in this in any way possible
- Seek advice about recruiting anybody with a criminal record
- Obtain references from at least two referees (one of whom has experience of their work or contact with children) for all who work directly with children and young people

TRAINING PROCEDURES

- Ensure all childcare staff have completed a minimum of a basic Safeguarding course where they will have learned how to recognise symptoms of abuse
- Ensure all childcare staff complete the Hotelplan Limited pre-season training course or in-season training before they have sole care of any children.
- Allowing no unsupervised access to children and young people until this has been completed
- Ensure all staff who work directly with children have read and signed all childcare policies and procedures.

CHILD PROTECTION REPRESENTATIVE

The named Child Protection Representative for Hotelplan Ltd is Laura Henderson-McClane

This person will take on the responsibility for:

- Being a point of contact for child protection issues
- Keeping a record of any concern expressed about child protection issues
- Where necessary, taking further steps, such as referring concerns to other agencies
- Bringing any child protection concerns to the notice of the Chief Executive and the Board
- Ensuring that staff are made aware of the Safeguarding Policy
- Ensuring that all staff members are aware of the identity of the Child Protection Representative.

SIGNING IN AND OUT / RATIOS AND IDENTIFICATION STAFFING POLICY

It is our policy that we will provide a secure and safe environment for all children in our care. We are committed to placing the best interests of the children at the centre of all staffing matters. .

In our nurseries, we will therefore ensure that ratios are maintained, these are:

RATIOS FOR NURSERY ARE:

- 1 Nanny / Nursery Assistant: 2 infants aged 17 weeks -12 calendar months
- 1 Nanny / Nursery Assistant: 3 infants aged 13 - 24 calendar months
- 1 Nanny / Nursery Assistant: 4 children aged 2 - 3 years when booked into Nursery

The smallest ratio can be changed to co-inside with uk standard of 3 infants aged between 17 weeks - 24 calendar months. This must be confirmed by you Area Manager via Email.

An infant is defined as a child under the age of two years and is automatically provided with a cot and a changing mat in their bedroom, plus a highchair. If a cot is required for a child aged over two years then it will be requested at the time of booking; the RCCM will receive this information and communicate it to you, as well as any other special requests. Parents of an infant will also have access to a parent station (see page 36).

RATIOS FOR CHILDREN AGED:

- 1 Ranger: 6 Spritelets (aged 3-4 years)
- 1 Ranger: 8 Sprites (aged 4+ years)

RATIOS FOR COZY CLUB AND SAT MORNINGS ARE:

- 1 ranger to 10 children – Cozy club
- 1 ranger to 6 children – Saturday mornings.

RATIOS FOR BABY LISTENING AND COCOA CLUB/COCOA CLUB PLUS ARE:

- 1 Ranger: 8 children

SIGNING IN AND OUT POLICY

It is our policy that there will be an adult responsible for each child who has signed to that effect. We will ask that any adult signing a child out of our care must use the correct password for that child. All persons signing children out of our care must be a parent/guardian over the age of 16 years old.

Signing in and out procedure

We operate a register system with all Childcare activities. With the large number of children that we can have coming into and going out of our care, such registers are also essential control mechanisms; you must have an accurate list against which to count children.

In Nurseries, Snow Clubs, Cocoa Clubs and with Baby Listening/Child Patrol the process is comparatively simple as the children stay in one location and it is just a case of the Child carer signing for the child on his/her arrival and parents signing when they collect them. The children and registers should stay together at all times of the day (i.e. if the children go outside the Child carer should take the register with them), until the parents arrive to collect them and sign as having taken responsibility for their child. At the End of the day the Sign in sheets should be kept in a locked file/ office.

Each child will have a password, this will be the child's date of birth, which can be easily established from the consent form. This should be used at any time a Child is picked up from our care, or when the parent has delegated the responsibility for collection. Ensure that these points have been thoroughly explained in the arrival briefing - they are designed as a safety precaution, so do not feel uneasy about asking for a child's password.

Be very careful in situations that arise where the child carer or instructors/guides are in charge of the children but the parents remain with them. Confusion about who is actually 'in charge' can easily arise. Meal times can easily cause this, as can parents accompanying the children when out of the chalet or Chalet Hotel. You have to be very clear about who is responsible for the children; they will naturally follow their parents.

Ski School signing in and out

The same procedure applies as above for the child care member of staff signing children in for ski lessons. The staff member then needs to hand over responsibility to the instructor in charge of the group, the responsibility is clear by use of a miniature signing in and out sheet which the instructors will sign in the form of a ski book. The process is then reversed for handing back to the staff member. **SKI INSTRUCTORS ARE NOT PERMITTED TO SIGN OVER TO PARENTS.**

COLLECTION BY ANOTHER PERSON OTHER THAN PARENT/GUARDIAN

If parents delegate the collection of their children to other adults, they have to fill in a **Collection Agreement Form** for this to happen. This form must then be attached to the child's Consent Form and a copy kept with the sign in/out sheet so the Child Carer signing the child out is aware that someone other than the parents will be collecting the child. The password must be correctly given before a child is handed over into their care. Do not allow the child to give their birth date! It must come from the collecting adult.

PINK ESPRIT BIBS

To aid identification, all children in our care (except babies who cannot walk) must wear a pink Esprit bib at all times when going outside, including Cocoa Club outings. This is to be removed as soon as a parent signs out their child. Always approach an adult if you see them walking with a child in a pink bib, on the assumption that they have removed the child from Esprit's care without formally signing them out.

When signing children into our care, ensure you put the bib on immediately once you have signed the child in. This is a formal process, so to avoid confusion, do not leave the bib container accessible to parents to put them on their children themselves. Bibs do not have to be worn indoors.

LOST CHILD POLICY & PROCEDURE

Our aim is to ensure that, in the event of a child going missing, each staff member is aware of the procedure to follow and that the correct people are notified.

If a child is missing, it is important that one person takes responsibility for the situation and the rest of the team must respond to this person and their commands.

1. Determine who is missing, by taking the register and establishing when the child was last seen; get all remaining children to sit together calmly.
2. Double check – head count/roll call
3. Raise the alarm – contact RCCM/Resort/Hotel Manager and any other staff in resort to join a search party
4. This search has to be carefully and calmly organised and controlled. This co-ordinator is to log who is searching where and record when they report back before allocating another task
5. One or more people are to check the surrounding area/s and the accommodation that has been used since the child was last positively identified as being present. Backtrack any routes previously covered. These people are then to report to the person in charge of the search to ensure which areas have been covered and those that still need to be searched.
6. If the child has been missing for more than 20 minutes, contact the local police, giving details of the child and of the search thus far. The RCCM is then to Try to contact the parents at this time as well; parents are to be made aware of the situation whether quickly resolved or not.
7. Alert the childcare operation manager if the child has been missing for longer than 20 minutes. The incident must still be reported to the Company Childcare Manager once the situation is resolved even if child was lost and found within the hour.
8. Incident report form to be completed.

Remember if you have alerted local police or other authorities, to remain in contact with their efforts and to inform all of them, immediately, when the child is found.

If a child goes missing on the mountain and/or during ski lessons follow the above instructions, but include the 3 points below:

1. Establish the identity of the child and their last positive sighting.
2. Raise the alarm - instructors to contact mountain rescue and lift company/RCCM/Resort or Chalet Hotel Manager.
3. RCCM is to remain in constant contact with the ski school. The ski school will have a procedure for missing children that they should follow. The RCCM will have discussed this with them during resort set up.

This procedure is to be spoken though with the head of Esprit ski school. Although this type of incident will play on the minds of all the staff involved, it is important that the staff who remain with the children must be calm and in control of them, ensuring they do not become disturbed by the inevitable fuss that is going on around them.

A copy of the Lost Child Procedure should be present and easily accessible to staff in all Childcare rooms and also in every outings bag. Do not display the procedures in normal view of parents. We do not wish to alarm them.

ADMINISTRATION OF MEDICATION POLICY

Our aim is to ensure that any and all medication administered to children is done so correctly and as per authorised instructions from the child's parent/carer. Only staff members who hold a formal childcare qualification will be allowed to administer medication and the Administration of Medication form should be completed.

Prescribed and non-prescribed medication can be administered by our qualified childcare staff to the children in our care as long as the parents have given consent and have filled out the Administration of Medication form.

No child should be given somebody else's medication, even if they have the same, i.e. Calpol. If a child has any medication indicated on their Consent Form or Lifesaving medication as stated on their Emergency Medication and Allergy Agreement Form (EMAAF), the child cannot be accepted into Childcare without that medication.

- It is the responsibility of each parent to ensure that the correct medication is provided.
- It is the responsibility of the Resort Childcare Manager to ensure that there is thorough communications and in resort systems in place so that the childcare staff understand who is due medicine and when.
- It is the responsibility of the childcare member of staff on shift to ensure that the medication is received and that it is kept with the child whenever they are in our care.
- It is the responsibility of each member of staff to ensure that any medication is passed over between shifts.
- No staff member will make changes to safe dosage amounts even on parental instruction

ADMINISTRATION OF MEDICATION PROCEDURE

In the event of a child requiring medication whilst signed in to our care the following must be adhered to:

- The child's parents/guardian will complete the Administration of Medication form, specifying dosage, time and any other specific instructions. They will also sign this form upon completion
- The member of staff administering the medication will cross check the name and dosage on the medication with the completed form
- The member of staff will sign their name and the time once the medication has been given
- An additional member of staff will countersign as the witness that all of the above points have been followed
- Medication will be handed back to the parent/guardian when the child is collected.

ALLERGIES AND EMERGENCY MEDICATION

Allergy Policy

We are aware that children may have allergies which can cause a reaction. It is our policy to ensure, where possible, allergic reactions are prevented. That all staff are fully aware of how to support a child who may be having an allergic reaction. And that all information on the Parental Consent and Emergency Medication Allergy Agreement Form (EMAAF) forms regarding allergic reactions and allergies must be shared with all staff caring for and providing food for that child.

We aim to:

- Make sure we know which children suffer from an allergy
- Display this information in all areas food is prepared and served
- Make sure our staff are made aware of the potential hazards from the use of severe allergens such as nuts and nut products
- Provide alternative food items for children with food allergies

- Clearly label food containing allergens
- Be aware of accidentally transferring food from one dish to another via cooking equipment or serving utensils
- Obtain information as to whether ingredients or flavourings used in meals contain allergens
- Provide staff training in dealing with allergies and first aid

To help us meet these aims the following should take place:

- The parents should have made the child's condition known when booking the holiday so that the RCCM will be aware prior to arrival.
- Once in resort, parents who have children with any form of allergy medication must meet with the RCCM (and head caterer in cases of food allergies) to fill in an Emergency Medication and Allergy Agreement Form. (this form should be completed whether the child needs medication for their allergy or not)
- The parents must be responsible for ensuring that the childcare team have the relevant medication at the start of every childcare day.
- The Emergency Medication and Allergy Agreement Form must be with the child and their medication at all times

Emergency Medication and Allergy Procedure:

If a child in our care has any type of allergy the following procedure must take place (following the RCCMs meeting with the child's parents);

- At booking the parents will be asked to bring 2 sets of the medication so that one can be kept with the child carer. One set of allergy medication should be retained by the parents and details of where this is should be noted on the child's EMAAF.
- The RCCM is to hold an allergy meeting with the childcare staff, (RM/HM/RCM and relevant head caterer of the chalet/hotel must also attend) to pass on information about what the allergy is, the medication and dosage instructions, what to do in the case of an allergic reaction.
- If necessary the RCCM and head caterer will meet with the child's parents to create a suitable menu plan for the week
- Once the allergy and any medication has been fully explained all staff must sign the EMAAF to say that they have been informed of the allergy and understand and are sure of what to do in the event of an allergic reaction.
- It is to be emphasised that not only is the allergic child not to be fed its allergens but that its carers should avoid contact with it and if other children are eating it, that they are washed thoroughly afterwards. Hand sanitisers are not effective at removing an allergen.
- The RCCM is to ensure the relevant paperwork is completed and displayed appropriately. This includes the Allergy Chart (printed on red paper) displayed in each Childcare room, hotel kitchen, all dining rooms and resort/hotel office. In chalet resorts the aforementioned paperwork should also be displayed in; the child's 'home' chalet and any chalet which caters for children's supervised lunch.
- The Child Information Chart displayed in each childcare room is completed accurately and all allergies are easily identifiable.
- Allergy case paperwork is to be completed and signed at each meal time
- An allergy alerter must be available at each mealtime where needed
- Only the 'Allergy runner' is to serve food to children with allergies

- The RCCM will meet the child and parents (if they wish) at the ski school/activity meeting point where the child's instructor/guide will be fully briefed on the child's condition and what to do. Where possible, instructions will be provided in the local language.
- If a ski school refuse to carry lifesaving medication we will provide a member of staff to accompany the child
- The RCCM will then make regular checks on the child and the parents to confirm that all of the above is operating as it should.
- Medication that needs to be administered in our care has to be recorded on the Administration of Medication Form.

If there is any doubt as to whether a particular type of medication can be administered, the RCCM must be consulted.

If a child has an allergic reaction

- If a child shows signs of an allergic reaction the steps detailed on their EMAAF must be followed immediately and the RCCM contacted straight away
- The RCCM should contact the parents as soon as possible
- An investigation into how the child came into contact with their allergen will take place and the steps of the allergy procedure checked to ensure each step was followed
- In the event that a child is fed an allergen they are allergic to a 10.10 food contamination form must be completed
- Details must be added to the RCCM End of week report
- The RCCM is to call the Childcare Operations Manager

HYGIENE AND CLEANING

Children are particularly prone to infection and it is therefore essential to maintain scrupulously high levels of hygiene in the Nursery and Snow Club room. People who work with children and babies must always be alert to the danger of infection. Babies and young children are still developing their immune system so are at a higher risk to infection and germs. General cleanliness in the Nurseries and Snow Club is necessary to reduce the number of pathogenic organisms present and to help prevent accidents.

It is our policy that we will reduce the risk of infection to children in our care by ensuring that the environment is as clear as possible of disease-causing germs. We will carry out daily cleaning and bi-weekly 'deep' cleans in all our childcare rooms.

Cleaning Procedure

- ACCM will check that all cleaning checklists for their resorts are detailed and cover all areas prior to the season starting
- RCCM will ensure that a cleaning check list is present at the start of each week
- RCCM will ensure that there is a deep clean checklist with both mid & end of week cleans
- Staff are to use colour coded cloths and only for the purpose for which it is meant to be used
- All touch points (inc: handles, backs of chairs and light switches) will be disinfected each day
- Childcare staff are responsible for the cleaning of dedicated childcare toilets. They must be thoroughly cleaned and sanitised every day. As well as the toilets, this includes floors, basins, touch points and walls and pipe work. There will be the need to do interim cleaning in heavily used toilets.
- Staff must ensure that children wash their hands after toilet visits and before eating snacks and meals. Set an example by washing your hands as well. Use only paper hand towels to dry hands.
- Chalet or Chalet Hotel communal toilets that are used by children in Snow Club or Nursery will be initially cleaned by catering/cleaning staff but it is the responsibility of Childcare staff to clean them at the end of the Childcare day so that adult guests are not faced with grubby unhygienic toilets in the evening.
- Gloves will be worn when changing a nappy and staff must wash their hands and clean and sterilise the changing mat after each change or after changing a child after an 'accident'.
- Clean areas first with hot soapy water and then sterilise using the tablets provided - one tablet in a spray bottle of cold water. Make sure a fresh bottle of sanitising solution is made up every day.
- Food-safe disinfectant/sterilising tablets will be used to clean toys and equipment (including high chairs, changing mats and cots).
- The HSR/HH/RCCM will check and sign cleaning checklists at: start, lunch time and end of the day

ILLNESS AND INFECTION CONTROL POLICY

This policy is designed to ensure that a safe, healthy environment is maintained in all our childcare settings. We recognise that infections spread quickly amongst children and we therefore endeavour to ensure that infections are controlled and that good hygiene practices are maintained. It is our policy that any child showing signs of any ailment that could be contagious will be excluded from our care (including mealtimes), the length of exclusion will follow the current NHS guidelines for the illness (see below). It is the responsibility of the RCCM to ensure that any children and/or staff showing signs of a contagious illness are excluded from childcare for the recommended period of time.

Medical Policy and Procedures

- All medicines should be given to the Resort Childcare Manager or Head Nanny/Ranger.
- The medicine must be prescribed by a Doctor stating the dosage, child's name & DOB stated in English to ensure the Head or Deputy understand the prescription requirements.
- Never accept medicine or creams of any description if they are not prescribed; (only exception to this is teething gel and Arnica if a parent has signed the form).
- The medical form must be filled in when the parent is handing over the medicine and the parent must sign.
- A Qualified member of staff must write on the medicine form when the medicine has been administered to the child and a witness must observe this happening.
- There must be a witness who can sign each time it is administered.
- We only give Calpol/Piriton if a parent has given consent for us to administer to their child or there is another medical reason which we have both the Doctor and Parental consent.
- Medicine must be stored where stated on the label otherwise where the parent has requested.

Infection control procedure

In the event of an outbreak of illness the following must take place

- The children who have been sick are to be removed from the childcare room
- The dignity of the child will remain paramount and the child will not be made to feel bad as a result of their illness
- The RCCM is to call the child's parent to collect their child ASAP
- Upon collection the RCCM is to explain the exclusion period to parents
- If weather permits all other children should be taken for an outdoor activity until the room has been cleaned
- Windows to be opened to ventilate the area
- A through deep clean is to take place and be signed off by a manager
- When sterilising, particularly particular attention is to be paid to handles, switches and toilet flushes.
- Changing mats/nappy-changing facilities to be sterilised immediately.
- All nappy bins are to be emptied and sterilised.
- Toilets and sinks to be cleaned and sterilised
- All touch points (handles, taps, chair backs, railings, etc.) sanitised with anti-bacterial cleaner
- Staff accommodation toilets and bathrooms to be cleaned to the same rigorous standards.
- RCCM to inform HM/RM/CM of illness
- Meals are to be offered for the child during the time they are ill. However, the child must not take part in Supervised Lunch or High Tea until they are symptom free
- All illness, including: symptoms, duration of illness, start date are to be recorded on the RCCM end of week report.

If a child or staff member becomes ill with sickness or diarrhoea they are to be kept away from Nursery or Snow Club for 48 hours after the last symptoms have ceased.

For contagious illnesses such as Chicken Pox, Measles, Conjunctivitis etc., refer to the table below for the recommended period of exclusion.

To minimise the risk of transmission of infection to other children and staff please read the following guidelines as recommended by current NHS Health Protection Agency.

Type of infection	Incubation period	when infectious	Symptoms and treatment	End of exclusion period
CHICKEN POX	14 -21 days	From 1-2 days before the spots appear 7 days after the last spot appears.	Child is likely to have: a fever, red spots and or Blisters. Paracetamol is the recommended painkiller and Calamine lotion for any itching.	Not less than 2 days after the onset, dried spots are non-infectious.
GERMAN MEASLES	14 - 21 days	7 days before until 5 days after appearance of rash.	May have fever, sore throat, stiff neck and rash after 1 or two days, usually starts on face.	5 days after the onset of the rash.
MEASLES	10 -015 days	From pre-rash symptoms until at least 5 days after the rash	Fever and temp, swelling and rash	5 days after the appearance of the rash.

			Paracetamol for temp, contact doctor is suspected	
IMPETIGO	4-10 days	Highly contagious, spread by hand and objects touched.	Antibiotic creams are usually recommended because the infection spreads easily.	Once skin has healed.
DIARRHOEA and/or VOMITING	48 hours	Contagious.	Fever, sudden diarrhoea, vomiting.	48 hours from last episode of diarrhoea and or vomiting.
HAND FOOT AND MOUTH	3 to 5 days	Highly contagious, last around a week after symptoms begin.	Red spots on tongue and inside mouth. Spotty rash and blisters on hands and feet.	Safe to return once symptoms have passed and any blisters dried over.
CONJUNCTIVITIS	1 day	Highly contagious, spread by hand and objects touched.	Eye pain, red eye and sensitive to light.	24 hours after treatment has commenced.
RINGWORM	10-11 ays	contagious spread by scratching and material under fingernails	Round red areas with raised edges.	24 hours after treatment has commenced providing area can be completely covered.
SCARLET FEVER	1-7 days	Highly contagious and spread by contact.		24 hours after starting antibiotics
MENINGITIS	Until recovered		High Temp of 38 or above, being sick, had ache and aching of the joints. A blotchy rash that don't fade when rolled under a glass. Bacterial Meningitis needs to be treated in hospital. Viral Meningitis tends to get better on its own in 7 – 10 days	
Head LICE	7 to 10 days from hatching to reproducing	Until treated.	Are very small whitish or grey-brown insects that range from the size of a pinhead to the size of a sesame seed.	once treated

			Treatment available from Pharmacies	
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Copies of these guidelines are to be kept discreetly in the childcare rooms, not in the chalet books or on the notice boards. At the Welcome Brief we should advise that we have policies in place for children who are/become ill whilst on holiday with us.

Temperatures

If High Temperature

- If a child has a temperature of 38 degrees Celsius, the Head/Resort childcare manager should be informed immediately.
- We will call a child's parents immediately if the child's temperature continues to rise after using the temperature monitoring chart (**appendix 4**) if the temp has risen to 39 degrees/ or there has been a virus within the resort.
- The average temperature of a child is between 36 degrees to 37.2 degrees, once it rises over 38, monitor it for 20 minutes by putting it on the temp monitoring chart every 10 minutes.
- Cool a child down with a damp cloth and by removing layers
- If a child's temp rises over 39.5 call your manager.
- If you cannot reach the parent and the child's temperature rises over 40 call 999.
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If Low Temperature:

- **Keep them warm :** add additional layer of clothing if provided or cover the child with a sheet/blanket
- **Keep their room warm:** ensure windows are closed and the child is not sitting/lying in a draught
- **Warm drink:** give the child a warm drink such as warm cordial

Calpol

- Calpol is only given if the following happens and we have a completed and signed Medication Form from a parent/ guardian.
- Always check the child information chart to ensure the child is not allergic to Calpol.
- Calpol should be given when a child has had a temperature longer than 20 minutes or as asked and seconded on the child's medication agreement form.
- Calpol cannot be shared (unless siblings) and must be the correct age for the child - the bottle instructions must be followed.

Cuts and Bruises

- If a child bumps a part of his or her body while in childcare, place a cold compress on the area.
- If the wound presents itself as a Cut and the Skin is split and bleeding, a cold water compress should be applied.
- Plasters can be used if the child has no allergies to plasters
- All accidents which occur during Esprit childcare sessions must be recorded on a Child Accident report form and signed by the staff member, manager and a parent. A copy can be emailed to the parents and the form **MUST** be scanned and uploaded to snowball for health and safety by the end of the day.

Head Injury

- If a child bumps his/her head and does not lose consciousness, a compress can be applied.
- Staff should take a photograph of a visual bump or Facial injury and attached to the accident form.
- All accident which occur during Esprit childcare session must be recorded on a Child Accident report form and signed by the staff member, manager and a parent. a copy can be emailed to the parents and the form **MUST** be scanned and uploaded to snowball for health and safety by the end of the day.
- IF a child bumps his/her head and becomes delirious or unconscious the Head or Manager will call the emergency services, the parents, area manager and Company childcare manager are all to be informed immediately.

Unseen accident /incidents

Children may have an accident or incident that is not seen by a staff member.

- if a child says they have hurt themselves and it was not witnessed, treat them the same way you would if you had witnessed the accident. Find out what hurts and treat with first aid.
- If it is an accident to the head, inform your manager and treat as you would a bump to the head.
- Fill out an accident report form and ask the child what happened - not on here this accident was unseen.

Sickness and Diarrhoea Procedure

If a child vomits the parents should be informed immediately via the Childcare manager or Head Ranger/Nanny, as we do not want cross contamination across the classroom or a bug to spread. Keep the child as comfortable as possible and the child must be collected by parents immediately. The child cannot come back to childcare until 48 hours after the last bout of sickness. If a child has one bout of Diarrhoea (liquid stools) the Head or RCCM is informed. If they have two bouts then the parents have to be called and the child has to be collected immediately. Children cannot come to childcare for 48 hours after the last normal stool. On occasions parents become upset with the policy because it means 48 hours off. Parents may say the child has eaten something the night before and does not have a bug. Unfortunately, the policy still applies. Parents are not always aware of the bugs going around and if the child is ill and at school the whole group could have caught it by the end of a session. We rely on parent's honesty to maintain a healthy school. If a child has vomiting or diarrhoea associated with reflux or an illness we must be provided with a Dr's note as evidence.

Gastroenteritis outbreaks ('Winter Fever' or Norovirus/Rotavirus) often occur in chalets and Chalet Hotels. Combating these requires co-ordinated efforts by all staff, catering and Childcare alike, and co-operation in prevention regimes from your guests. The Resort or Chalet Hotel Manager will liaise with the RCCM on the measures required.

If Sickness and Diarrhoea occurs within the resort the following procedure should be followed:

- If a two or more of children begin show symptoms, the companies Health and Safety officer should be contacted
- Any site of vomiting should be cleared immediately and the affected areas thoroughly disinfected.
- The infection control procedure above is to be implemented

What to do if a child is ill whilst in our care:

- Check their consent form to see if it could be an allergic reaction or known medical condition.
- Call your HN/HSR/RCCM to contact the child's parents to inform them.
- Keep the child cool or warm and comfortable (removing/adding layers where necessary) ideally in a quiet area where a member of staff can supervise them, preferably away from other children.
- Comfort and reassure the child, ensuring they have had liquids until their parents are able to collect them.
- If you feel that the child's condition may be worsening call your RCCM back immediately.

Remember to always have the parents' consent before administering any medication. An Administration of Medication Form (appendix six) should always be filled in and signed. All children must have their own medication and should not be given medication belonging to another child, even if it is the same medication.

FOOD, NUTRITION AND ALLERGY POLICY

AIM

Esprit aims to provide a well-balanced, nutritious and varied diet for the children. We recognise the importance of nutrition and of children who may have allergies.

Procedures

We will use the following procedures to promote healthy eating based upon recommendations in the EYFS, guidance from the children's food trust and follow similar menu's to UK school lunch menu's.

Food and drink provisions

Drink

- Drinking water is provided and available for the children to drink at any time in the childcare rooms. Staff should verbally offer all children water on a regular basis. Children under three are visually shown a cup of water on a regular basis and are offered a cup of water.
- Parents can provide Bottled water for their child if they wish to do so.

Food

- the menu will provide children with a delicious, nutritionally balanced, varied diet and will meet the children's individual dietary needs.
- our menu will include a variety of food from the four main food groups- *Meat, fish and protein - dairy foods - grains cereals and starch vegetables - Fruit and vegetables.*
- healthy and nutritious meals are planned every season by our Head of catering and his team - these may change is relevant food isn't available.

- WE will display the menus of meals for parents to view within our properties on the childcare boards
- Menus can be adapted to cater for special dietary requirements where possible e.g. Vegetarians, Wheat free or Dairy free.
- No nuts are used in our menu
- A variety of crudités, fruit and biscuits are provided for all children over two years, under twos and not served biscuits.
- If a child arrives in resort and they are on pureed food, we ask that parents sit down with the Childcare manager or Head Nanny and provided a list of what they can eat and how it is usually prepared. **Appendix 7**
- Any allergies or dietary requirements must be confirmed by the parents at the time of booking
- A meeting will be held with the parents, childcare manager and head chef/chalet host of any child with severe allergies.
- If a child is stilled on bottles throughout the day we ask that parents inform the key workers of the times and measurements of these bottles when filling in the 'All about me' form **Appendix 8**

Meal times and allergies

The eating environment and social aspect of meal times

We help the children to learn about a range of food. Meal times and break time are a time for the children to enjoy varied nutritious meals, learn manners and when appropriate have conversations with their friends.

Procedures

- Each child will wash their hands before meals
- Children are encouraged to sit on a chair at the table for the duration of their lunch/tea
- Each child will be encouraged to hold appropriate cutlery at every meal. The under 2's have a plastic spoon and fork, they will be helped to eat, however we encourage self-help skills as soon as possible.
- Children with allergies, intolerances or dietary preferences will be served their meals on red plates and red bowls.
- Children are to help themselves to snacks and fruit.
- If children finish their food they may be provided with a second helping of their main course if they ask.
- IF a child does not eat their meal because they have fallen asleep, the key worker will take the child to the sleep room and the child will be offered their meal once they awake
- IF a child is repeatedly refusing to eat or being fussy, the key worker will speak to the parents and thereafter discuss with the childcare manager. The parents, RCCM and Key worker must come up with a plan regarding what the child will be offered.
- A child would not go without food unless they have chosen not to eat at all.
- Staff will record what a child has eaten on the child's diary
- Supervised lunch meal times run from 12pm till 1pm
- High Tea is served 5.30 till 6pm - *may change resort to resort*
- All Childcare staff hold a level 2 in food hygiene

Emergency Medication and Allergy Procedure:

If a child in our care has any type of allergy the following procedure must take place (following the RCCMs meeting with the child's parents);

- At booking the parents will be asked to bring 2 sets of the medication so that one can be kept with the child carer. One set of allergy medication should be retained by the parents and details of where this is should be noted on the child's EMAAF.
- The RCCM is to hold an allergy meeting with the childcare staff, to pass on information about what the allergy is, the medication and dosage instructions, what to do in the case of an allergic reaction.
- If necessary the RCCM and head caterer will meet with the child's parents to create a suitable menu plan for the week
- Once the allergy and any medication has been fully explained all staff must sign the EMAAF to say that they have been informed of the allergy and understand and are sure of what to do in the event of an allergic reaction.
- It is to be emphasised that not only is the allergic child not to be fed its allergens but that its carers should avoid contact with it and if other children are eating it, that they are washed thoroughly afterwards
- The RCCM is to ensure that the Allergy Chart (printed on red paper) displayed in each Childcare room, hotel kitchen, all dining rooms and resort/hotel office
- The Child Information Chart displayed in each childcare room is completed accurately and all allergies are easily identifiable. **(Appendix 8)**
- Allergy case paperwork is to be completed and signed at each meal time **(Appendix 9)**
- Only the 'Allergy runner' is to serve food to children with allergies
- The RCCM will meet the child and parents (if they wish) at the ski school/activity meeting point where the child's instructor/guide will be fully briefed on the child's condition and what to do. Where possible, instructions will be provided in the local language.
- If a ski school refuse to carry lifesaving medication we will provide a member of staff to accompany the child
- The RCCM will then make regular checks on the child. The parents are to confirm that all of the above is operating as it should.
- Medication that needs to be administered in our care has to be recorded on the Administration of Medication Form.

If there is any doubt as to whether a particular type of medication can be administered, the RCCM must be consulted.

If a child has an allergic reaction

- If a child shows signs of an allergic reaction the steps detailed on their EMAAF must be followed immediately and the RCCM contacted straight away
- The RCCM should contact the parents as soon as possible
- An investigation into how the child came into contact with their allergen will take place and the steps of the allergy procedure checked to ensure each step was followed
- In the event that a child is fed an allergen they are allergic to a 10.10 food contamination form must be completed

- Details must be added to the RCCM End of week report The RCCM is to call the Area Childcare Manager. A formal investigation is to take place as to how this happened.
- For children's food services the member of childcare staff responsible for the special diets will sign the allergen case form as to record that the correct meal was served to the child.
- Each member of the childcare team will sign the allergy chart each week as acknowledgement that they understand the week's allergies.
- It is the allergy runner responsibility to communicate with the chef preparing the food and deliver to the correct guest. Communication between the kitchen and the guest is the dedicated runner's responsibility. The case form is signed by both the runner and chef.
- If the allergy runner is off or unavailable, then this responsibility defaults to the childcare manager on duty.
- If/when appropriate and agreed by parents a photograph of the child can be attached to the allergy case form to allow for visual verification.

ALCOHOL CONSUMPTION POLICY

It is our policy to ensure the safety and well-being of all children within the care of our childcare staff. Esprit childcare staff must be in a fit state to look after and be responsible for children in their care. Further, that our Health and Safety and Safeguarding policies in relation to being fit to work are adhered to. Any staff who arrive at work under the influence or effects of alcohol will be asked to leave immediately and disciplinary procedures will follow.

To ensure staff are fit for work and able to look after the children in their care, all Esprit childcare staff are not to consume any alcohol up to eight hours before their shift starts. The company also recommends that all staff get between 7-8 hours' sleep to ensure that the best possible care is given to all children. This is to ensure that all individuals are well rested and ready for work when their shift starts and that the best possible care is given to the children. This policy also draws your attention the company disciplinary policy and procedure in the Employee Handbook and conditions which specifically covers matters of gross misconduct. If further clarification is required regarding this or any other company policy staff should speak directly to their Resort Childcare Manager.

RANGER/REP PROCEDURES

Snow Rangers will be required to help on transfer day (where required) with guest departures and arrivals as per their contract.

CHILDCARE FIRE POLICY

Our policy is to ensure the safe evacuation of all children in the event of a fire alarm/real fire. That our staff are fully trained and practised in how to carry out an evacuation in a calm and safe manner. And that all staff are aware of the procedure to follow.

In the event of a fire, it is important that one person takes responsibility for the situation and the rest of the team must respond to this person and their commands.

Actions to be undertaken are:

1. Raise the alarm – contact all available staff.
2. Collect signing in/out register and Consent Forms.
3. Lead the children, walking, to the pre-determined assembly point. Head count on the way out of the building.
4. One person must check Snow Club/Nursery and surrounding area on the way out of the building.
5. Full register to be called at the assembly point.
6. Once all children have been accounted for, lead them to separate accommodation.

Once the above has been followed, other areas to cover are:

1. Alert parents of change of Snow Club/Nursery venue.
2. Get the children to shelter.
3. Comfort and entertain children.

The incident must be reported to your area Manager as soon as possible.

In the event of a fire during Baby Listening/Child Patrol, the following actions are to be undertaken:

1. Raise the alarm - contact all available staff to report to reception area. Staff on Baby Listening/Child Patrol duty to remain on their floor, alerting children/families in those rooms.
2. Using the Baby Listening/Child Patrol Fire Evacuation sheet, staff will be assigned to rooms where children are signed into our care to evacuate them. Also assist with children not in our care if parents need assistance. The Baby Listeners will co-ordinate this and will be the last to leave the floor, checking as they leave and closing windows and doors behind them.
3. Staff are to report to the Duty Manager/Resort Childcare Manager, who will act as Fire Marshal, to confirm which children have been evacuated.
4. Staff are to take children to the assembly point where a full register is to be called.

A copy of this Fire Policy and Procedure should be present on the wall of each childcare room and also inside each Baby Listening folder.

CHILDCARE MOBILE PHONE POLICY

The welfare, protection and safety of every child in our care is of paramount importance, and we take our responsibility to safeguard children seriously.

We have procedures in place which we ask everyone to respect, to help promote the safety of the children in our care.

We believe our staff should be completely attentive during their hours of work to ensure all children receive a good quality of care. Staff are not permitted to use their personal phones

during working hours, this includes making/receiving calls or texts unless prior organised by the management team.

Staff should ensure that their personal phones are turned off or handed in to a member of the management team at all times when on shift with the children.

If for any reason a staff member has a particular emergency/reason for a specific call then this must be discussed with a member of the management team.

A company mobile phone should be taken with you whenever you are taking a group of children on an outing. This phone is for company use only and should never be used for personal reasons.

Staff are not permitted to use their own phone or a company phone to take photographs or recordings of children at any time.

Any member of staff found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

SUN PROTECTION

This policy is to ensure that all children are protected from harm whilst outside. We recognise that all children will react differently to sun exposure and will take all possible measures to ensure that their safety and well-being is maintained. If a child continuously and successfully objects to having cream applied they cannot be allowed out of doors in our care and the parents must be informed. We cannot thereafter provide one-to-one care during outdoor activities. The child cannot therefore be accepted into our care until the matter has been resolved to the satisfaction of the parents and the RCCM. When taking children outdoors

Procedure

All children are to have sun cream applied to exposed skin when outdoors at any time of year, even when there is full cloud cover. Sun cream is to be regularly reapplied, more so when there is direct sunshine or the child's skin gets wet or is wiped in any way. Each child will have their own sun lotion or cream.

All children must have suitable eye protection when out of doors. Each child will have a suitable hat for the weather condition.

NEVER take a child outside with insufficient sun protection - this includes a hat and sunglasses or goggles.

SAFE CARRIAGE OF CHILDREN IN COMPANY MINIBUSES

- The minibus is equipped with 8 seats. Children under the age of 12 must only be transported in the rear seats of the minibus.
- All nursery children travelling in a company minibus must be accompanied by a parent.
- All children are to wear a seat belt/booster appropriate to their height and weight. Any child aged 3 years and over must be placed on a booster seat until they are 12 years old or reach 135 cm in height. When using booster seats, care must be taken to ensure that the diagonal strap does not cut into the face or neck. Child seats/booster seats have belt guides fitted the adult straps fitted must be threaded through these guides as indicated on the seats.
- The driver is always to have a second member of staff in attendance when conveying children. Child seats/booster seats have belt guides fitted the adult straps fitted must be threaded through these guides as indicated on the seats.
- Skis and other equipment must be securely stored. A rack, if fitted, is to be used.
- When getting in and out of the minibus, children must enter from the pavement or the near side. Under no circumstances are they to cross the road or embark/disembark from the roadside.
- A 'CHILD' sign is to be displayed when carrying children.
- The Radio is not to be played while transporting children, only child appropriate music

All staff doing driving duties must be fully briefed and practised in fitting baby car seats and snow chains securely BEFORE the first guests arrive.

PHOTOGRAPHS POLICY

The aim of this policy is to ensure that children's rights are protected. Only children whose parents have given permission can have their photographs taken. The Consent Form will indicate whether or not the child has permission to have their photograph taken by a member of management for brochure or company social media inclusion.

If an Esprit photographer is in resort, parents should be made aware of this and any concerns recorded and passed to the photographer. The RCCM are responsible for ensuring that any 'no photographs' child is removed from groups being used in a photography session.

Staff must be aware that any photographs they may have taken in a private capacity, as a memento of their season, where children are easily identifiable, cannot be published. This includes loading them onto Internet sites such as Facebook.

Furthermore, no member of staff should upload any photos of themselves or others whilst in branded uniform onto social media sites.

WATCHING TV/DVDS

Watching Dvd's/media streaming will be permitted during Cozy club operating hours. A staff member must be present to organise and supervise. Movies will not be above the PG rating.