

Washington church of Christ

Policies and Procedures

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(Database Information, Permission to hold information
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Introduction

This policy and procedure document refers to Washington church of Christ's building and activity. It should be adhered to by all users of the building. However individual user-groups' policies and procedures may augment this document, but not replace it.

Aims and Objectives:

1. To create a stimulating, caring and safe environment for ALL.
2. To actively promote the development of positive self image.
3. To take account of the needs of individuals arising from ability, race, culture, language and religion.
4. To formulate and encourage equal opportunities for everyone.
5. To foster a positive approach to all issues that arise.
6. To facilitate interactions which provide opportunities for each individual's needs and development.
7. To share ideas and resources with one another.
8. To feel comfortable in providing positive and negative feedback, open to comments, criticisms and suggestions.
9. To be approachable and respect confidentiality.
10. To work in partnership with other groups in an open and honest way.
11. To respect individual family beliefs and values.
12. To continually review and evaluate our provision to ensure that everyone is receiving quality care and education and to make changes where necessary.
13. To regularly renew our resources to provide ongoing stimulation and interest.
14. To keep up to date with developments, new legislation and thinking.
15. To regularly update staff training.

Health And Safety Policy

The aim of this Policy is to ensure that workers and all volunteers recognise that it is their responsibility to ensure all reasonable practical steps are taken to protect the health, safety and welfare of all persons using the premises.

No one should assume that the appropriate safety checks have been made and all staff and volunteers share responsibility for ensuring that areas remain safe and free from hazards.

1. Workers and volunteers must carry out safety checks before each session to insure that no hazards exist
2. A Risk Assessment form shall be completed and acted upon if potential hazards are identified. (See Appendix A)
3. All volunteers/paid workers will be invited to complete a Profile, signed and dated (See Appendix B)
4. Regular safety monitoring will include checking of the accident book.

Fire Safety

1. Fire exits and fire extinguishers must be kept clear of any obstructions and clearly marked as appropriate.
2. A copy of the fire drill must be clearly displayed and workers/volunteers should be aware of the procedure in the event of a fire.
3. Everyone will take part in fire drills and evacuate the premises on hearing the alarm.
4. Fire extinguishers and alarms must be regularly checked and workers and volunteers must know how to use them.
5. Volunteers and workers must check layout of the room to ensure there is free access to all areas especially the door, and fire exit. Everyone should be able to move freely between activities.
6. The entrance areas must be kept clear of all obstructions and litter.
7. There is to be no smoking permitted on the premises, except outside in the designated area.

Procedure to be followed in the event of Fire / Evacuation

In the event of a fire/evacuation the alarm will be raised by whoever discovers fire/need to evacuate. The keyholder will be responsible for calling out relevant emergency services and informing the parents where necessary.

In this building the emergency alarm is in the form of a bell situated at both entrances, this bell used to automatically alert Sunderland Civic Centre, which in turn alerted the local fire brigade. However it no longer does so.

Standard fire precautions should be practised to reduce the risk of fire. These include:

1. Regular checks electrical equipment for wear or damage.
2. The designated area to gather following an evacuation from the building is situated out of the main gates on the field opposite the building.
3. Gather any children together reassuring them all the time, and begin evacuation via the identified emergency exit.
4. Children and adults must go directly out of the building. Do not run.
5. Don't waste time collecting personal belongings or return to the building for any reason.
6. On no account re enter the building.
7. The keyholder (or nominee) will be informed about any concerns including any person missing.
8. Stay outside until the keyholder (or nominee) declares the all clear to return to the building.
9. Visitors to the building must understand that they are responsible for getting themselves out of the building.
10. All church Elders, Ministers, Trustees and nominees are designated to help crèche workers evacuate children if necessary.

Environment

1. All volunteers and workers are responsible for ensuring that the room is adequately heated, ventilated and lit.
2. All electric points must be in a safe condition.
3. Children should not be allowed to touch electric switches or equipment.
4. Toys and other equipment should not be allowed to litter the floor causing a hazard to anyone walking on them or tripping over them.
5. A sand/ water area must be regularly checked, clean and any spillages cleared up.
6. Children must not have access to any areas where hazardous materials are stored. All dangerous materials including medicines must be stored out of reach of children.
7. All water storage areas should be supervised or locked out of use.
8. Scissors and other potentially dangerous objects should not be left within reach of children. Children should only use these items of equipment under supervision.
9. Non one must not be allowed to run inside the building.
10. A correctly stocked first aid box is available and easy accessible at all times. A qualified First Aid person must be present at every session. All workers and volunteers should familiarise themselves with the contents of the first aid box and report any items which need replacing.
11. All accidents must be reported in the accident book and procedures followed as detailed in the book.

Food, Hygiene and Safety

1. Nuts. e.g. peanuts are not allowed in the food preparation area.
2. All food and drinks will be prepared in a hygienic way. If appropriate raw and cooked food should be prepared in separate areas using separate utensils.
3. Where necessary food and juice will be kept refrigerated.
4. Volunteers and workers must ensure long hair is tied back, wash their hands and wear a clean apron before preparing food.
5. All fruit should be washed and prepared on a suitable surface. Sharp knives must be kept out of reach of children.
6. Volunteers and workers with any skin infection should not be involved in the preparation of food and should never cough or sneeze over food.
7. All food waste will be disposed of properly and out of reach of children. Waste-bins will be covered.
8. Cups and plates will be thoroughly washed at the end of each session in hot soapy water. Additionally they will be cleaned in a dishwasher once a week.
9. Utensils should be stored in a dust free place. Separate cloths will be used for the cleaning of utensils (cups, etc) and food preparation area; tables, paint pots, floor; toilet areas and should be changed daily.
10. Tissues will be available and children encouraged to blow and wipe their noses when necessary. Soiled tissues should be disposed of hygienically and hands washed.
11. Children will be encouraged to shield their mouths when coughing.

Toilet Procedures

1. The toilet areas must be regularly checked-
 - a. Check water temperature (i.e. is not too hot/cold) and taps turned off.
 - b. Clear away any litter.
 - c. Clean toilets when necessary.
 - d. Wipe up any spills.
2. The toilet area will be cleaned and floors swept regularly.
3. All users must wash hands thoroughly after use of the toilets.

Equipment

1. Equipment offered should be appropriate for the task. The age and ability of each person should be considered. It should be recognised that some materials suitable for an older child may pose a risk to young/less mature children.
2. Equipment should be regularly checked and any dangerous items repaired/discarded.
3. All equipment purchased shall meet the relevant British/European Standard.
4. Equipment should be used in accordance with manufacturer's instructions
5. All equipment shall be regularly cleaned.
6. Any large equipment must be erected with care and checked regularly. Safety mats should be used as appropriate.
7. Equipment such as scissors should be stored out of reach of children.

Illness

1. In the interest of preventing the spread of cross infection, parents will be asked to keep their children at home if they have any infections eg. measles, chicken pox, head lice etc, and to inform the staff as to the nature of the infection so that other parents can be alerted and advised
2. Non-prescriptive medicines for the relief of pain, fever, coughs, colds, hay fever, etc or short term courses of medicines will not be administered to children by volunteers or workers except by specific arrangement with parents.

Accidents and Incidents.

All Accidents must be recorded in the relevant Accident Report Book. as soon as possible.

Accidents

Record must include, as required and appropriate:

1. Name, date of birth
2. Date and time (This is particularly important in the case of head injuries)
3. Nature and cause of accident
4. Any visible signs of injury e.g. bruising. State where marks are located. A check should be made during the session in case bruising occurs later and record added to.
5. Treatment given.
6. How the person responded to the injury - e.g. upset, not concerned, etc.
7. Printed name and signature of volunteer or worker dealing with injury. Name and signature of witness.
8. Details of how the injured party appears after, say half an hour. In the case of head injuries the person should be monitored regularly throughout the session and behaviour noted.
9. At the end of the session the record must be read and signed by the patient/parent and a copy of the report should be handed to them.
10. In the case of an injury being caused by another person, that person's name should be included in the report.

In an Emergency

1. The injured or ill person must not be taken to hospital in a car.
2. If the injured party requires hospital admission an ambulance will be called.
3. Parents must be informed immediately in the case of children.
4. Ensure any medical records are taken to the hospital.

If a volunteer or worker has to be taken to hospital an ambulance should be called and they must be accompanied.

Sick Child Policy

In the interest of all who attend activities at our building, children who are unwell should be kept at home. Parents of children will be asked to notify volunteers or workers if a child is suffering from an infectious illness so other parents can be advised. We reserve the right to refuse admittance to any child we feel is not well enough to attend a function or who might pose a risk of infection to others

If a child becomes ill while in the building we will follow these procedures:

1. Any member of staff who suspects a child is unwell will take the child to a quiet area away from the main group and ensure the child is made comfortable.
2. The keyholder (or nominee) will contact the child's parent/carer. If a parent/carer cannot be contacted, the child's emergency contacts will be called.
3. In the event that neither a parent nor emergency contact can be reached, a volunteer or worker will care for the child until matters are resolved and the keyholder (or nominee) will take responsibility for ensuring that the child is fully catered for, as required.
4. The child will be regularly checked for deterioration in their condition.
5. If we become seriously concerned about the child medical advice will be sought and if necessary an ambulance will be called to take the child to hospital accompanied by a member of staff.
6. Only in the case of emergency services being delayed will the child be taken to hospital by car.
7. A copy of any records relating to the child must be taken to the hospital to enable medical staff to deal with any recorded conditions and to enable staff to keep in contact with child's parents/carer.
8. A record will be kept of the child's symptoms and our actions, including regular checks on the child and the time each was taken.

All parents will be informed.

1. No child will be admitted to any activity if they are suffering from an infectious illness e.g. measles, chicken pox, diarrhea, head lice etc
2. Parents must notify the church of any change in the child's registration details relating to contact numbers or medical history

Missing Child Policy

The welfare of the children in our care is paramount. Children may go missing and EVERY volunteer or worker has equal responsibility in ensuring the safety of the children while they are attending any activity, and knowing where they are.

Systems in place to minimise the risk of a child going missing –

1. Appropriate steps are taken to ensure that the building is secure.
2. The attendance register is taken at the start of each session. It is the responsibility of all volunteers and workers to be aware of how many children are present.
3. Parents will be advised of our security procedures and be given the opportunity to discuss any concerns.
4. Prominent notices will be displayed to ensure doors are kept closed and where appropriate secure.
5. Parents must be aware of the need for supervision of children at all times especially while waiting for an activity to begin and of their responsibility to ensure that their child's arrival is noted.

In the event of a child being found to be missing it is vital that prompt action is taken –

1. The missing child (children) should be identified and the last known whereabouts established.
2. The chances of finding a missing child safe are greatest if the child's absence is noted as soon as possible.
3. Volunteers and workers will arrange for the other children to be satisfactorily supervised.
4. The remaining children should be gathered for a story time. Without alarming them and avoiding using the word 'missing' the children should be asked if they have seen the child.
5. A systematic search will be carried out to see if the child can be located in the surrounding area.
6. All toilets, cupboards, kitchen, classrooms, behind large equipment, storage rooms, offices, under tables, anywhere a child might hide. Check all exits for where a child may have been able to leave the premises. Outside areas - car park, outside storage container, garden area.

People who will be informed:

1. Crèche manager (or nominee).
2. Parents/Carers of the child (alarming them as little as possible).

3. Church Ministers (or nominee).
4. The Police and/or any other emergency services.

.....Having fully checked the premises, remaining as calm as possible, mindful not to unsettle the children continue to check the premises once the police have been called.

Child Protection

We comply with the procedures approved by the area Child Protection Committee. We intend to create in our building an environment in which children are safe from abuse and in which any suspicion of abuse is promptly and appropriately responded to. The church recognises the importance and responsibilities of working together to promote and safeguard the welfare of all children as covered in The Children Act 1989, which defines children and young people as anyone up to the age of 18. The policy is applicable to all crèche staff, volunteers and church members.

The following procedures are in place to safeguard children from abuse or neglect whilst in our care.

All crèche staff/volunteers working with children or members having close contact with children must agree to a police/health check and be registered with OFSTED in the case of those working in the Nest crèche. The outcome of all police checks will remain confidential and securely locked in a filing cabinet belonging to Washington Church of Christ or in the one belonging to the Washington Asylum Seekers Project. It is an offence for anyone to work with children whilst disqualified from doing so. If an individual knows of a person's disqualification and allows them to work with children then that person is also committing an offence. (These offences are detailed in the Criminal Justice and Court Services Act.) All applicants for work within the crèche whether voluntary or paid will be interviewed and will be asked to provide a record of their details and at least one reference. All such references will be followed up. We will seek out training opportunities for all adults involved in the group to ensure that they recognise the symptoms of possible physical abuse, neglect, emotional abuse and sexual abuse. All records concerning children, parents, crèche workers and project members will be kept in accordance with the Data Protection Act 1998.

1. Crèche Workers must maintain the staff/child ratios as directed by the National Standards for Child Care.
2. At no time should crèche staff, volunteers/parent helpers or any member be left alone with a child or group of children.
3. Children visiting toilets during crèche sessions must be accompanied by crèche worker/parent/carer. If child needs assistance with toileting the doors are to be left open.
Adults must respect children's privacy and personal space. They should not touch or pick up a child who does not wish adult contact.
4. If a child needs a change of clothing, particularly underclothes, this is performed in view of other crèche workers.
5. Adults are discouraged from showing favouritism and spending too long with one child.
6. Adults should not ask children to keep secrets.

7. When managing children's behaviour, adults should never handle a child roughly.
8. Adults should not shout at children aggressively, use sarcasm, humiliation or bullying as a means of control.
9. A record will be kept of any accidents or injuries sustained during crèche sessions.

Equal Opportunities Policy

We are committed to providing equality of opportunity for all users of our facilities. It is our aim to have regard for all relevant legislation, including:

- The Children's Act 1989
- Sex Discrimination Act 1986
- Race Relations Act 1976
- Disability Discriminations Act 1995
- Special Educational needs Code of Practice 2001

The facilities are open to all people from all sections of our community. We believe each person is unique and should be treated as an individual irrespective of gender, race, religious belief, ability or social background.

Languages

The needs of bilingual children and adults will be recognised and information provided in the family's home language wherever possible.

Discrimination/Prejudice

We aim to promote a positive attitude from a basis of the Christian perspective of love for one another. We will not accept discriminatory remarks and behaviour from anyone involved in the church including volunteers, workers, students, church members, children, parents and other carers. We aim to be sensitive to all parties involved in discriminatory behaviour and help those responsible to work together to overcome their differences.

Special Educational Needs Policy and Provision

We aim to provide welcome, and appropriate learning opportunities for all individuals. Our project aims to have regard to the Special Educational Needs Code Of Practice, published by the Department for Education and Skills 2002. Our facilities are situated solely on the ground floor and have wheelchair access throughout the building. The culture, practice, management and deployment of resources in the building are designed to ensure everyone's needs are met. All volunteers and staff are made fully aware of the procedures for identifying, assessing, and making provision for people with Special Educational Needs.

We aim to work closely with the individuals in this group to ensure that:

1. Everyone has access and can be involved in all activities and opportunities, adapting when necessary and providing specialist equipment if needed.
2. Encourage confidence and independence with an appropriate level of support.
3. Work in partnership with parents or carers and in collaboration with other agencies and professionals.
4. Take into careful consideration the person's feelings and wishes when discussing any concerns regarding special needs.
5. Ensure all volunteers and workers are aware of each individual's needs and give adequate care.
6. Information held in relation to any person, including those with special needs, will be confidential unless the person or the parent(s) give their permission to disclose the information.
7. Volunteers and workers will be encouraged to attend training courses and workshops relating to Special Needs.
8. Policies and procedures will be reviewed regularly based on the needs of the individuals within this group.

Confidentiality Policy

We recognise that working with people will sometimes bring us into contact with confidential information. To ensure that those using and working in our facility can do so with confidence we will respect confidentiality under the Data Protection Act 1989. All volunteers, staff, members, students and helpers will be made aware of our confidentiality policy and be required to respect it.

1. Members, staff and other parties may be asked to voluntarily sign the Database Information, Permission to hold information & Form of Authorisation form giving permission to record and store information about them. (See Appendix B).
2. Such records will be available for the use of the church Elders, Ministers and nominees.
3. Such signatories will only have access to records relating to them or to their own children, and will not be given information about anyone else.
4. Information given to volunteers or workers will not be passed on to others without permission.
5. Details requested on forms, including address and telephone number, are also deemed confidential and will only be used for management purposes.
6. Any discussion with parents about their children will take place privately and if appropriate may be arranged out of hours at an agreed time.
7. Volunteers and workers will not discuss individual's with other people, other than for the purposes of planning/group management.
8. All paper records will be kept secure in the filing cabinets.
9. The undertakings above may be over-ridden if information is requested as evidence in cases of suspected child abuse.

Complaints Policy and procedure

We believe all people are entitled to expect courtesy and prompt, careful attention to their needs and wishes.

Our intention is to work in partnership with others and the community generally and we welcome suggestions on how to improve our group at any time. Many concerns can be resolved quickly by an informal approach to the appropriate person. If this does not achieve the desired result, the following procedures should be used:

1. A person who has any concerns or complaints on any aspect regarding centre should first discuss this with the keyholder (or nominees) during or after sessions, confidentially or otherwise.
2. If this does not have a satisfactory outcome the person should put the concerns or complaints in writing to the church Ministers (or nominees).

The matter will be fully investigated. Details of the investigation, any action taken, as a result of that investigation and whether the outcome was satisfactory will be fully recorded.

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of everyone that complaints should be taken seriously and dealt with fairly and in a way, which respects confidentiality.