

## F.U.N HOLIDAY CLUB

The F.U.N Holiday Club aims to provide children and young people with a variety of activities in a safe, accepting and non-judgemental environment.

Please read the following guidelines

**Your attendance at the holiday club constitutes your acceptance of these guidelines.**

If you have any questions or concerns, please speak to a senior member of staff.

### **Members and Families**

- 1) Parents and carers attend and remain onsite with their children at all times.
- 2) Everyone attending the club must be registered as members of F.U.N. before they attend.
- 3) Children and young people can only attend the club with their own parent or carer. Parents can nominate other adult carers to attend the club with their children, but these carers must be named on their family membership. Please note that parents and carers are not permitted to bring or supervise other members' children at the holiday club.
- 4) Siblings of the child(ren) with additional needs can also attend the club. 'Siblings' are any children or young people who live permanently at the same address as the child with disabilities. Where children reside with different parents at different times, please contact the office to make us aware.
- 5) If your child or young person is suffering sickness, diarrhoea or any infectious illnesses we ask that you please do not attend activities for 48 hours since the last symptoms occurred.
- 6) We understand that people can become angry if they feel that matters about which they feel strongly are not being dealt with as they wish. If that anger escalates into aggression towards our staff, we consider that unacceptable. Any aggression or abuse directed towards our staff will not be tolerated. Aggressive or abusive behaviour includes language (whether verbal or written) that may cause staff to feel afraid, threatened or abused and may include threats, personal verbal abuse, derogatory remarks and rudeness. The use of swear words in written or verbal communication will not be tolerated and these communications will not be responded to. We also consider inflammatory statements, remarks of a racial or discriminatory nature and unsubstantiated allegations, to be abusive behaviour. Parents or carers engaging in any of these behaviours will be asked to leave the club. Similarly, any F.U.N. staff who engage in any of these behaviours will also be removed from the club and staff discipline procedures initiated.
- 7) Parents and carers are asked to treat each other in a fair, non-judgemental, tolerant and kindly manner. All of those attending the club are parents or carers of children with additional needs or disabilities. F.U.N. asks that all parents and carers recognise and accept the issues and behaviours that can often be a challenge for children and young people with disabilities, and be open-minded, accepting and patient when dealing with other children and families at the club.

### **F.U.N. Staff**

- 8) Support staff oversee the equipment and resources at the club and ensure that the children use the equipment safely and that they can participate in the activities on offer. However, parents and carers remain responsible for their children at all times whilst they are at the club.
- 9) Staff are authorised to intervene immediately during any incident if a child or children are in imminent danger. Any intervention will then be immediately reported to the parents or carers concerned.

- 10) If your child or young person is presenting with behaviours that challenge, parents or carers may be asked to increase supervision until the incident has passed. Please be aware that our Holiday Club staff are not able to provide close or constant supervision for individual children or families. If a child or young person consistently struggles with challenging behaviour, parents or carers may be asked to monitor them throughout the session to ensure their safety and that of other children.
- 11) If your child or young person has a behaviour management plan that is used in other leisure or educational settings, you are welcome to share this with senior staff, so that support staff can be made aware of any behaviours that may be encountered and any strategies that are used to help your child.
- 12) FUN wants all members to have a positive experience when attending our clubs and activities and we welcome discussions with parents or carers regarding their children. Please ensure that we are aware of any particular issues that may be affecting your child or young person when they are attending our clubs, so that we can try to better accommodate their needs.

### **F.U.N. Building**

- 13) Please encourage your children to walk and not run around the building wherever possible to avoid accidents.
- 14) Smoking is not permitted anywhere on the site.
- 15) Please be aware that food can only be eaten within the Coffee Shop area. Please ensure that your child does not eat whilst using any of the play equipment. Members are very welcome to bring their own snacks and lunches to the Club, but we request that these be eaten in the Coffee Shop as we do not allow food in the main activity hall. **Drinks can be taken into the main hall – but must be lidded to avoid any spillages or accidents.** Please use the waste bins provided around the building for any rubbish.
- 16) When using the toilets, please use the nappy bins and sanitary bins provided. Please do not flush paper towels, nappies, liners or sanitary products down the toilets. Please leave the toilets clean and tidy. If the toilets need attention, please speak to a member of staff.
- 17) Please take care when using our equipment and inform a member of staff if you see any items that are damaged or broken. If a child or young person is struggling to use a piece of equipment safely, the parent or carer may be asked to increase the supervision of their child or young person as needed.
- 18) We have 14 car parking spaces at our Activity Centre. Parking is allocated on a first-come-first-served basis. Please be aware that once these parking spaces are filled, families will need to find alternative parking themselves. However, any members attending who are wheelchair users can contact the office prior to their booked sessions to request a reserved parking space. Although we do have a front street entrance on Legrave Road, please note that wheelchair access is at the rear of our building next to our car parking spaces.
- 19) There is a first aid kit and a designated first aider on site at all times. Please report any accidents or injuries to a member of staff so that these can be recorded in the accident log.
- 20) We are required by law to initiate at least one unannounced fire drill at the club during the year. Staff will do all they can to minimise the impact of fire drills on children and families, but please be aware that a drill is a possibility when attending the club.

**If you, or any of your children (including siblings) are unable to attend any of your reserved sessions, please let us know as soon as possible, so that we can offer these spaces to other families. Please email us at: [info@familiesunitednetwork.org.uk](mailto:info@familiesunitednetwork.org.uk) or call the office on 01582 420800 (Monday to Friday 9am to 3pm). Failure to do this may affect your ability to reserve future holiday club sessions.**