4-11 yrs

Welcome to

Wollaton Holiday Club

by

YMCA childcare

Parent Handbook

0115 711 7006 | nottsymca.com

Dear Parent/carer,

Thank you for choosing Wollaton Holiday Club!
This parent handbook is full of useful information for you and your child. Please take some time reading through each of the pages together. This will help us keep Wollaton Holiday club safe and fun!

Everything you need should be covered in this handbook, there's more information that can be found in our Wollaton Holiday club Guide at www.nottsymca.com/childcare.

We can't wait to meet you all!

Mel
Childcare Service Manager

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The Nottinghamshire YMCA Community

Our mission, based on Christian values, is to develop the **mind, body** and **spirit** of individuals, families and communities, and improve health and well-being for all.

Our core values are **caring**, **honesty**, **respect** and **responsibility**. Offering children and young people fun, inspiring, healthy activities is part of our heritage – we've been doing it for over 140 years.

Our core values run through everything that we do; every programme and every activity aims to encourage these values in the young people of Nottinghamshire. At Wollaton Holiday Club, we give out core values awards at the end of each week to the young people who have demonstrated the most caring, honesty, respect and responsibility.

Making your way to Wollaton Holiday Club

Please accompany your child into the site where you will be required to sign them in with a member of the team. If your child has any medication with them please let us know at this point.

If you are travelling by bus, the nearest bus stop is Eton Grove (Stop WO02)

Arriving at Wollaton Holiday Club

There will be staff on site from 8am to make sure everyone is ready for the day's activities. Play Leaders will welcome the children, introduce them to the group and show them around the site.

We will show children where they can keep their belongings and also explain how we'll be moving around throughout the day. Please encourage your children to make sure they ask lots of questions if they don't understand anything!

Address	Sign in time
Wollaton Holiday Club, Middleton Primary and Nursery School, Harrow Road, Wollaton Park, Nottingham NG8 1FG	**08:00 - 09:00**

Leaving Wollaton Holiday Club

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

a) You have filled out a designated person for pick up form. This was on the booking form but please ring 0115 711 7006 if you are unsure.
b) You let the Play Leader know on the day.
c) The designated adult has your collection password.
d) Your child knows who is going to be picking them up

If you would like you older children to make their way to and from the club by themselves, we'll need your written permission before your booked days/week begins. You can send this to **childcare@nottsymca.org** and we'll let you know that we have received it.

Parent/carer pick up

Parent pick up between: 17:00 - 18:00

If you are going to be late please let us know on: **07398 388 078**. We reserve the right to charge £5 followed by £5 for every 5 minutes that you are late. We discourage appointments and early collection as it disrupts the day for both your child and other children at the site. If you need to collect your child early or have scheduled an appointment, please let us know on arrival.

Medication and health & safety

The health and safety of every individual child is our primary concern at all times. By following our guidelines on medication and illness you can help keep our clubs safe for everyone.

Medical authorisation and illness

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

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

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

Illness, accidents and emergencies

Please don't bring your child to Wollaton Holiday Club if they are not feeling well. Call us to let us know on **07398 388 078**. Although our staff are first aid trained we do not have a nurse on site or the accommodation for ill children.

In the event of an accident or sudden illness, the club staff are equipped with the training and supplies to administer first aid. If the situation warrants further attention, emergency services will be contacted. You will be notified, by phone, if any injury or illness requires medical attention or if your child needs to be picked up. If we can't contact you, the emergency contact person that you have indicated will be notified.

Code of conduct for children

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

Code of conduct for parents

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

What to expect at Wollaton Holiday Club

At our club, we provide children with a huge variety of physical games, artistic projects and experiential learning to encourage growth, confidence building and cognitive development. We make sure all children have a brilliant time with us and we always welcome feedback from children and families to further improve our programmes. Think science experiments, dodgeball, archery, and more!

Local trips

Taking advantage of our brilliant location, we will take children out on local day trips. Middleton Primary School is based on the edge of Wollaton Hall and Deer Park, where we go to show children the incredible historical house, gardens and local wildlife. We also play games in the park!

Arts and Crafts

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

STEAM

STEAM is a hands-on approach to learning that using Science, Technology, Engineering, Arts and Mathematics. It involves using fun, interactive projects to show children how these subjects work in the real world! The activities help to encourage creativity, imagination building, critical thinking, and teamwork.

We provide STEAM session and projects at both our term-time and holiday childcare clubs, giving children the chance to learn about exciting career paths while learning new skills in an interactive, practical way.

Outdoor and indoor sports

In the warmer months, we make use of the brilliant outdoor space at Middleton Primary and Nursery School, playing football, cricket, rounders and loads more outdoor sports. We also try our hand at orienteering and outdoor team building challenges.

Cooking/baking sessions

During these sessions, we will show children to bake simple tasty treats to take home and share with family and friends! We will be following both sweet and savoury recipes. If you child has any dietary requirements or allergies, please let us know.

Swimming

We take the children swimming every Monday, Wednesday and Friday. Please ensure that your children bring their swimming kits on these days.

What to bring and being prepared

Labelling

Please mark all personal items, including clothes and packed lunches, with your child's name. Nottinghamshire YMCA is not responsible for lost, misplaced or stolen items but we'll do our best to make sure your child leaves with everything they arrived with (apart from their lunch!).

Lost & found

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

What to bring

- ☐ Packed lunch
- ☐ Clothes that can get a bit messy
- ☐ A container if you're doing cooking skills
- ☐ Water bottle
- ☐ Waterproofs
- ☐ Swimming kit*
- ☐ Sun cream and hat

Lunch, afternoon snacks and allergies

Please let us know if your child has any allergies.

Your child will need a water bottle, a packed lunch and at least two healthy snacks to keep them fuelled for the whole day.

Food must be non-perishable as no refrigeration is available. Please add an icepack to your child's lunchbox, especially in summer.

Sun cream

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

What not to bring

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

Communication, feedback and complaints

Wollaton Holiday Club Ofsted Number: EY468606

We would love to hear your feedback. Of course, our staff team are always happy to listen to your concerns or thoughts at arrival and collection time. If you require a longer chat just let a member of staff on site know to arrange a time or call our Children Services Manager, Mel Rooney on **07398 364 384**. There are feedback forms available on the front desk to give your written feedback throughout the week. If you'd like to leave us positive feedback, you can visit **facebook.com/YMCAchildcareNotts** and leave us a 5 star rating. Alternatively, you can write a letter and return it another day or pop it in the post to head office:

Childrens Services , Voluntary Action Centre, 7 Mansfield Road, Nottingham, NG1 3FB

Ofsted complaints policy

If you have concerns about the quality of the care your child is receiving, it is usually best if you discuss it with us. Contact our Childcare Services Manager, Mel Rooney on **07398 364 384**. If you are a parent/ carer and cannot resolve your concern through discussion, you can send your formal written complaint to **childcare@nottsynca.org** or by post to the address above.

If you are a parent/carer that has made a formal written complaint to the childcare provider, which relates to the requirements of the Ofsted Registration, we must carry out an investigation into your complaint. We must tell you about the outcome of the investigation, and any actions we have taken, or plan to take, as an outcome of your complaint. We must do this within 28 days of receiving your complaint. You can ask to have the outcome of their investigation in writing. We must keep a record of written complaints. If you are not satisfied with our response, or your concern relates to a matter you cannot discuss with us, you can contact Ofsted. You can contact Ofsted at anytime about any concerns about a childcare provider on **0300 123 4666** or visit **ofsted.gov.uk**.

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