



Averon Leisure Centre & Library

Child Care Services

TIGERZ

AFTER SCHOOL &
BREAKFAST CLUB



Welcome to our club – we hope your child will enjoy his/her time with us

This Information leaflet is designed to provide you with important info concerning the running of the club. We operate to agreed policies & procedures and it is important that parents/carers read and understand these and comment where they feel changes may be appropriate. (Please ask childcare staff about policies & procedures)

OUR AIMS & VISION FOR THE CLUB

Tigerz after school club is registered with the Care Inspectorate for 32 Primary school children. We offer a Break-fast club, after school and full day care to meet the needs of all parents living in Alness and the surrounding areas. Our aim is to achieve a flexible high quality childcare service that stands alone and has a high profile in the community with flexible and adaptable staff.

Our vision is to create a centre where the children's play is for their own sake, where they can choose what and how they play. We believe that through play children learn how to negotiate, take risks and overcome obstacles. Our objective is that every child feels valued and respected without discrimination on the basis of religion, race, appearance, gender or ability so they become confident and independent individuals who respect themselves and others around them as well as their environment.

Our club use the outdoor areas on a regular basis where messy play using loose materials are encouraged, with this in mind please be aware the children will not always be clean when going home. Children should be encouraged to have a **waterproof jacket and sturdy footwear** so they are prepared for any weather conditions when walking to the club, also during the full day care when we plan outings and local walks. Can you also ensure that your child has applied sun cream and they have it in their bag to re-apply as required during the summer period as we do not supply sun cream.

For further information & updates, please visit the Highlife highland website
www.highlifehighland.com/leisure-facilities/averon

I WOULD LIKE MY CHILD TO ATTEND THE CLUB HOW DO I BOOK?

There are a few simple things for you to do first! We are required by law to have a completed Registration form for each child that attends the club. Registration forms can be obtained at the reception or our website. Booking your place can be done by completing a monthly booking form which can be accessed on the website or telephone the centre on 01349882287

Please keep us informed with correct addresses and phone numbers throughout the year if you are moving or updating your mobile phones.

The club encourages new parents/carers, with their child to arrange a pre- visit which is a free 1.5 hour session before they start attending the club. This must be confirmed and booked with childcare staff on what time & day is suitable. This provides the opportunity to become familiar with the childcare surroundings, also be made aware of policies & procedures the service has in place, and ask questions and find out about the different activities and opportunities the centre has on offer.



WHAT ARE THE CLUB OPENING TIMES?

The Tigerz club is open from 8.15am to 9am for breakfast also 2.30pm to 6pm Monday to Friday during the Term Time, and from 8.15am to 5.30pm during the School Holiday. However, we need the minimum of 6 children booked on the 3-6 hr session to confirm opening times.

We will not be open on Public holidays and during the Christmas & New Year break.
If for any reason the club cannot open, parents will be informed in advance by telephone, email or by face book.

WHAT IF CIRCUMSTANCES CHANGE AND I NEED TO CANCEL?

There is no charge if you give us a full 24 hrs notice. However, cancelling on the day or no show you will be charged the session you have booked. (Separate information sheet explains this in detail)

Children that have been booked in and don't show or cancel regularly will have their place cancelled with the club.

Please do not ask the childcare staff to cancel or book your child into the club.
To do this you can contact the reception on 01349 882287 or email your booking form to Elaine Ross (Senior Practitioner) at www.Elaine.Ross@highlifehighland.com

WHAT ABOUT ARRANGEMENTS FOR LEAVING AND COLLECTING MY CHILD?

Childcare staff will collect P1-3 children from Bridgend and Coulhill primary schools. The children from P4-7 will make their own way to the club. However, there will be staff waiting to escort the children across the Ardross road (Bridgend) also at the steps on Novar road (Coulhill) Children coming by car will be the responsibility of the adult bringing them into the centre.

When you book your children into Breakfast or Full day care they must be accompanied by a parent/carer to the childcare room and handed over to staff. Please do not drop them at the carpark or in the reception area. When you register your child you will be asked to provide the names of people permitted to collect your child. Staff will not allow children to be taken from the club if they are not on the registration form. Please contact us if there are any changes to this.



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If you want your child to walk home from the club on his/her own, then we require written permission which will be followed up by childcare staff informing you when your child has left the building by text message. Please note once the child has left the premises they are the responsibility of the parents/carers.
Children from primary 4-7 arriving down from school on bicycles must be wearing a helmet for safety reasons, we also ask that the younger children do not bring their bikes or scooters due to safety reasons for both staff & children walking down from school.



Staff will ask you or the nominated person collecting your child for a signature and time of collection to be recorded on daily registration sheet. Please note: if your child is attending an activity within the centre they must return and also sign and say they have the child before they leave the building.

Your child must be collected from the club at the latest 6pm term time and 5.30pm full day care, if you are unexpectedly delayed please contact the club as soon as possible giving expected arrival time. Late collections will incur an additional charge if they are not collected by 6.15pm to cover the cost of staffing.

DO THE STAFF HAVE ENHANCED DISCLOSURES AND ARE THEY QUALIFIED TO WORK WITH CHILDREN?

All staff working in the settings has gone through a PVG disclosure check prior to working on the floor with the children. They are also qualified or working towards an appropriate qualification for their job role. Scottish Social Services Council Registration certificates of current staff members are on display on the notice board by childcare room. Ongoing training is a major part of their role to ensure continuous professional development and to promote and maintain the highest possible standards in the club.

DO I HAVE TO PROVIDE A SNACK?

Tigerz club will provide children with a Healthy snack which will always include fresh fruit. We also encourage children to drink milk & water as a choice of drinks. However, we do have fresh fruit juice which is included in the cost of the session. If your child has any dietary requirements please make sure the relevant section of the Registration Form is completed and please keep staff informed of any changes. During the full day care we will provide a Breakfast & afternoon snack. However, children must bring a pack lunch box for their break at lunch time. Please note: this should follow our healthy guidelines with no fizzy drinks or sweets in their lunchbox. Our healthy eating policy is displayed on the notice board for parents to view also we display the weekly menu of snacks within the childcare room.

WHAT TYPE OF ACTIVITIES WILL MY CHILD BE DOING WHILE AT THE CLUB?

The club is committed to Article 31 in the United Nations Declaration of the 'Rights of the Child' (1989) which states that:

"Every child has the right to rest and leisure, to engage in play and recreational activities appropriate to the age of the child and to participate freely in cultural life and the arts"

With this in mind the children will have the opportunity to experience a variety of structured and unstructured play activities indoors and outdoors, which include planned activities such as Futsal, Gymnastics, Street Gym or Highland Dancing. Please ask at the reception for a programme of children's activities.



The children have the opportunity to experience many activities in the club, such as dressing up, playing with cars, dolls, construction toys etc. We offer a wide variety of activities to aid the children's development from crafts/painting/baking. We have regular access to the Little Monkey soft play room or large games hall. The primary 4-7 can access the Library each day, whereas the primary 1-3 will be escorted to the library by childcare staff.

We plan the weekly activities to include a physical & craft activity each day; this is on display for parents & children to view. Observations of the children's activities are recorded by childcare staff during the session; we also have 'all about me' records that the children can complete if they wish too.

What is the Curriculum Development that the club follow?

In the Childcare setting the staff follows the Principles and Values of Play work and the Care Inspectorate Care Standards.

THE FIRST PRINCIPLE IS ABOUT CHILDREN'S PLAY

Children's play is for its own sake, not for a particular outcome, Play is about exploration, risk and challenge and is essential for children to develop, Children choose what and how they play.

THE SECOND PRINCIPLE IS ABOUT THE PROFESSIONAL ROLE OF THE PLAY WORKER

The main role of the play worker is to ensure that their play setting offers opportunities for children to access and experience all play types. The play worker has unconditional respect for children and supports their play without controlling it.

Our aim is to support all round development in children and young people by promoting and supporting the Play work SPICE areas:

- S SOCIAL DEVELOPMENT
- P – PHYSICAL DEVELOPMENT
- I – INTELLECTUAL DEVELOPMENT
- C – CREATIVE DEVELOPMENT
- E – EMOTIONAL DEVELOPMENT

Information about Play Work can be researched online at www.playscotland.org

WHAT PROCEDURES DO YOU HAVE IN PLACE SHOULD MY CHILD BECOME ILL OR HAVE AN ACCIDENT AT THE CLUB?

If your child becomes unwell or has an accident at the club, you or someone from your emergency list will be contacted immediately, should staff feel it is appropriate to do so complying with our exclusion policy you will be asked to collect your child.



In all cases, you will be informed when your child is collected. All accidents, however minor, are recorded in the club Accident folder which should be signed by parents/carers.

MY CHILD HAS TO TAKE REGULAR MEDICATION, WHAT SHOULD I DO ABOUT THIS?

Any medication that your child self – administers (e.g. an inhaler) must be noted on their registration form. Your child is responsible for its safe- keeping. We can only administer medication that has been prescribed by a doctor, has the child's name on the label and the dose stated correctly. Parents must complete and sign a Medical consent form.

WE WOULD APPRECIATE THAT CHILDREN ARE NOT SENT TO THE CLUB IF THEY ARE UNWELL

With regard to infectious illnesses, the following are guidelines as set out in the Highland Council Infection Control Guidelines, for the minimum period that children should not attend the Club. All children with sickness and / or diarrhoea should remain absent until 48 hours after symptoms have ceased.

Chicken Pox	5 days from onset of rash
Rubella	5 days from onset of rash
Measles	5 days from onset of rash
Mumps	Until the swelling has gone down, but at least 9 days from the first sign of symptoms

WHAT SHOULD I DO IF THE WEATHER IS BAD

In the event of adverse weather we advise you listen to the local radio station, they provide regular updated information regarding school closures. If Bridgend & Coulhill Schools are closed we will be closed.

IF YOU HAVE A COMPLAINT OR MY CHILD IS UNHAPPY AT THE CLUB WHAT DO I DO?

The Tigerz after school club policies & procedures are in a folder at the club and can be accessed by parents/carers/staff at any time, we also have a complaints procedure on display on notice board. However, if you feel that your child is having a problem or is unhappy at Tigerz please arrange to discuss this with the senior staff member Elaine Ross or the Childcare Team Leader Liz Henderson

www.Elizabeth.Henderson@highlifehighland.com

The Club aims to promote and maintain open and honest communications, Please note that our 'open door' policy welcomes your ideas and suggestions for the club.

Should you as a parent wish to take your complaint further you can contact the Care Inspectorate on their helpline 0845 600 9527

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FURTHER INFORMATION

GIRFEC: Getting it Right for Every Child – is important for everyone who works with children and young people – as well as many people who work with adults who look after children. Practitioners need to work together to support families and where appropriate, take early action at the first signs of difficulty – rather than only getting involved when a situation has already reached crisis point. Tigerz staff is committed to working within the framework and guidelines of GIRFEC. According to these guidelines it states, “There are 8 things that every child needs to have a good life which is being Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and included. Your child will have a Named Person who is there to look out for you and your child if you need help. This person is (in the case of Nursery children) the Local Health Visitor, (and for Primary School aged children) the School Head Teacher.

Tigerz staff will work in partnership with the Named Person to ensure that your child has the 8 things required for a good life.

For further information about GIRFEC and what it means to you as parents/carers, please do not hesitate to contact the Childcare Team Leader (Liz Henderson) or use the following link:

<http://www.scotland.gov.uk/Topics/People/gettingitright> www.wellbeingforyoungscots.org

HOW CAN I FEEDBACK OR GIVE SUGGESTIONS TO THE CLUB?

Tigerz after school club welcomes parental input. Questionnaires are sent out per term for your input. Informal feedback and suggestions can be made to staff at any time. Children are regularly consulted about activities, snack menu and equipment purchases as well as discussing and agreeing club rules. Newsletters are sent out each term time. We also have a comments box available for parents & children to make suggestions or share concerns available within the Tigerz room.

If you wish to speak to a staff member about your child this can be arranged before the children arrive in at 3.00 or any time after 4 (please note that arrival of the children each day is our busy time and staff won't be free to talk)

