

## The Hideaway – General Policy and Guidelines

*April 2018*

At The Hideaway we recognise that caring for and raising children is an incredible privilege, a huge responsibility and at times immensely challenging. Our aim is to provide a safe, unique environment in which adults can help children in their care to play, learn and grow. Our role is to assist, enable and empower adults to care for children to the best of their ability.

We do this by:

- Ensuring that the play environment is clean, safe and ideal for children to explore, play and learn.
- Provide a programme of changing activities including crafts, stories, sensory play, sports sessions and others for adults and children to engage with daily.
- Encouraging parents to not just supervise children in their care, but to play along with them.
- Working with local service providers to enable us to signpost adults asking for additional help and support to the most relevant support available.

The Hideaway is not a childcare provider or creche. We employ additional staff to assist with the regular activities and ensure that we create the best environment possible for adults and children to play. Adults are always responsible for the children they bring and children must be supervised at all times by their adult. It is not the role of the Hideaway staff to look after children that are left unsupervised.

We recognise that as part of child development and exploring the world around them, children will test boundaries and occasionally behave in a way that is unacceptable towards other children. In addition, many children do have recognised behavioural difficulties and special needs. The Hideaway is an inclusive environment, welcoming to all children.

Physical or verbal abuse by anyone at the Hideaway is unacceptable. We recognise that due to the different needs and level of understanding that each child has, it is not always possible or suitable to adhere to a strict set of rules and regulations regarding behaviour management. Instead we operate the following guidelines.

- We recognise that each child and situation is unique and each incident must be treated as such.
- We expect the adult responsible for the child to take responsibility for the actions and behaviour of that child, and responsibility for themselves if an incident occurs due to a lack of supervision by the adult.
- We encourage children and where relevant, adults to apologise and respond appropriately to all situations, bearing in mind the example they are setting to their own children and those around observing.
- Our staff will work with adults to identify and enable any appropriate necessary discipline such as providing a suitable space for 'time out'.
- Our staff will work closely with adults who are struggling to control the behaviour of their children and are happy to help, advise or talk to the children where asked.
- If the behaviour of a child is repeatedly unsuitable for an environment with other children and an adult refuses to engage with our staff and supervise the child, we reserve the right to ask the child and adult to leave.

Although we strive to make The Hideaway as safe as possible for all, occasionally first aid may be required. Any adult requiring first aid for their child should clearly alert a member of staff as soon as possible by stating 'we need First Aid'. The Hideaway staff will respond immediately. If a child is left unsupervised and requires first aid, The Hideaway staff should not administer first aid without the consent of the appropriate adult. This could result in a delay in administering first aid so it is imperative that adults supervise their children at all times. In an emergency an ambulance will be called without adult consent.

Many of our staff and volunteers are first aid qualified and The Hideaway always have an absolute minimum of two qualified first aid staff on site during opening hours and during private hire. The first aid boxes are located under the main reception desk and in the kitchen. After First Aid has been administered an incident report must always be completed.

### **Other Policies**

- Our 'Rules of Play' are clearly displayed around the centre and must be adhered to at all times
- Any adult using inappropriate language in the centre will be warned. If the warning is ignored, we reserve the right to ask customers to leave.
- Food and drink must not be consumed outside the café area and only food purchased in the café may be consumed on site.
- Breastfeeding is welcomed and encouraged.
- Hideaway staff are here to help. If there is anything that we can do to enhance your visit including comments and suggestions, we are keen to receive all feedback and strive to make The Hideaway as good as it can possibly be.
- Staff undergo regular training in areas such as health and safety and customer service and have a clear understanding of their role and expectations. We are committed to developing, improving and training all our staff both professionally and personally.