

# Dragon Camps® Parent Guide



## Our Aims

Dragon Camps® are provided by Springfield Day Nurseries Ltd, who have been providing the best care for children aged 3 months to 11 years old since 1975. We have now extended our service to include sport, art and craft, and specialist activities during the holidays for children up to 14 years. We offer a range of significant learning opportunities provided by quality staff.

Our dynamic, enthusiastic and motivated team of staff are continually enhancing our planned activities to ensure that all children enjoy the best possible experience, regardless of age or ability level.

Our Sports and Activities Camp provides the best when it comes to activities, challenges and adventures. Children leave with loads more friends, interests and feeling more confident — they'll be counting the days until their next school holiday. Our events are packed full of exciting, fun activities to entertain young people during each of the school holidays.

## Dragon Camps®

With five nurseries in the County of Conwy as Springfield Day Nurseries, we are able to deliver the best possible choice to suit all children and parents. We are run by husband and wife team Suzanne and David Edwards.

All of the team who work with us are chosen with care and attention and we ensure that our Aunties and Uncles deliver the high standards that we all expect from our children. All our staff have or are working towards formal childcare qualifications and 90% of our staff are qualified to NVQ Level 3. We actively encourage staff development, offering further training opportunities to everyone.

## Preparing for Camp

Please ensure that you have:

- Completed and signed a Registration Form and Booking Form for each child.
- Read, signed and returned our Terms and Conditions.
- Understood all that is contained within this document.

What happens at the start and the end of the day:

- The Camp opens at 8.30am. Early sessions and Late sessions are available though.
- Please ensure that your child arrives by 9am at the very latest ready to start the day's activities.
- At the end of the day children must be signed out by an authorised adult.
- Please respect our course times and deliver and collect your children promptly.
- A water bottle clearly labelled with your child's full name.
- Arrive in clothes suitable for sports activities - T-shirt, tracksuit, shorts, etc.
- Wear suitable trainers (non-marking if possible).
- Sun cream and a hat or cap when the weather is warm.
- All sports equipment is provided.

You won't need:

- Sports equipment - we've got lots of that!
- Cameras.
- Computer Games, MP3 players.
- Money.
- Valuable watches/jewellery.

### Mobile Phones

We recognise that parents may prefer to be able to contact their children during camp but **mobile phones are not permitted**. Children may use our Company mobile phones if they need to contact you, alternatively you can contact them via our Head Office 01492 532104.

### Quality & safety

Our camps are safe and secure. Your child's safety is our top priority. We are registered with Care Inspectorate Wales (CIW). Our staff attend a comprehensive staff training programme that includes:

- Supervision of children.
- Child protection.
- First aid.
- Fire procedures.
- Equipment safety.

A fire drill will be carried out on the first day of each week of Camp.

### Insurance

All of our camps have public liability and employer's liability insurance cover.

### Lost property

Due to the nature of the activities, we recommend that your children do not wear their best or most expensive clothing for camp. We cannot guarantee the return of lost property, but we endeavour to return items that are clearly labelled with your child's full name. In most cases, lost property will be left at the venue for ease of collection.

### Weather Conditions

When the weather is particularly warm the following precautions must be taken:

- If there is any possibility of sunburn or sunstroke please ensure that the children wear adequate protection i.e. hat and sun cream of the correct factor. Ideally all-day protection should be used with young children so that there is less need for them to re-apply during the day.
- Children must have enough to drink for the whole day. This problem is made more acute as the children are participating in sport. Drinking water will be available.
- When the weather is particularly cold or wet children will remain in the indoor areas.

### Child security

Children must be **signed in and out** by their collecting adult, recording the time of departure so that we are aware that the child has left and who they have gone with.

### Child protection statement

We acknowledge that all children have a right to grow up in an environment that is not abusive. We are aware that child abuse occurs to children of both sexes, at all ages and in all cultures, religions, social classes and to children with and without disabilities.

We have a responsibility to our members and to the authorities to report suspected child abuse. Procedures will be followed sensitively but absolutely. Our loyalty in such circumstances remains with the child.

When any person has knowledge or suspicion that a child is either being abused, or is at risk of abuse, or that a carer has seriously neglected or failed to protect a child, he/she has a personal duty to report this to:

1. The Manager of the Camp or
2. Head Office 01492 532104 or
3. The Duty and Assessment Team, Civic Centre Annex, Abergele Road, Colwyn Bay, Conwy. LL29 8AR. Telephone 01492 575111.

We will investigate and act quickly if there is any suspicion of discrimination towards any member.

### Equal opportunities statement

We welcome children of all religious beliefs, faiths, cultures and abilities and believe that each child attending the camp is of equal value. The activities that we run strive to provide equal opportunities for all the children whatever

their race, religion, language, culture, gender, health, disability, personality or lifestyle - according to the framework laid down by the following acts:

- Sex Discrimination Act (SDA) 1975
- Race Relations Act (RRA) 1976
- Race Relations (Amendment) Act 2000
- Disability Discrimination Act 1995
- Rehabilitation of Offenders Act 1974
- Equal Pay Act 1970 (amended 1983)

We recognise that there are inequalities within our society and that many people suffer discrimination on the grounds of sex, race, colour and religion. Dragon Camps® never tolerates discrimination of this nature within our organisation.

Education and understanding of other people's needs and backgrounds will be fostered to promote positive behaviour and attitudes. Discriminating behaviour, attitudes and comments will be challenged, regardless of whether they are from members, staff or parent/carers. We will regularly review our policy and amend it where necessary.

### Special needs

We welcome children with special needs where we can offer appropriate care within our staffing ratio. We are realistic about the limitations of a sports and activities camp environment for children with special needs and attendance is considered on an individual basis. If there is a need for a higher level of supervision than normally offered and we feel that a child would benefit from our style of camps then either we can consider meeting the supervision requirement with an extra member of staff with the help of funding or we welcome parents or carers to be in attendance. Please call the Dragon Camps® Manager on 01492 532104 to discuss any requirements further.

### Bullying

If a child feels that they are being bullied then they are encouraged to report this to their team staff member. Once a member of staff has been informed they will report the incident to the Dragon Camps® Manager immediately who should then discuss the matter with the child and with their team staff member. If the Manager feels that there is a legitimate complaint they will then need to discuss the matter with the person being accused of bullying. It is worth bearing in mind that the bully may have problems of their own which are resulting in this behaviour and need to be dealt with sensitively and fairly. There may be reasons for their bullying but there are no excuses for such behaviour. If we are convinced that bullying has taken place then we will decide what action is appropriate. In a serious case we may need to consider the removal of the bully from the camp.

### Behaviour policy

Expected behaviour from children:

- Show respect for all children on camp treating them as they would wish to be treated.
- Swearing, abusive and hurtful language is not acceptable. Aggressive behaviour or violence cannot be tolerated.
- Show respect for all personal property and the facilities.
- Show respect for all staff. Listen to and follow instructions of the staff team.
- One child's behaviour will not be allowed to endanger the other children in the group by absorbing or distracting the supervising staff.

### Parent responsibilities

We would expect you to inform us both verbally and via the Registration Form of any potential behaviour issues that would help us deal with your child whilst on Camp. You should be aware of the expected behaviour when your child attends camp. We would expect you to support action taken by staff to encourage good behaviour.

### Staff responsibilities

- To treat all children fairly and recognise that each is an individual.
- To protect children's self-esteem and develop them.
- To provide a challenging, relevant, appropriate and fun week.
- To be clear about the rules and use sanctions consistently. No physical punishment will ever be used.
- To be a good role model.
- Not to use any form of physical intervention, e.g. holding, unless it is necessary to prevent personal injury to the child, other children, an adult or serious damage to property.
- Any significant incident of unacceptable behaviour is recorded and the parent informed of the incident on the day.

- Parents may be involved in a clear behaviour management procedure:
- Initially the staff member will try to deal with the situation.
- If unsuccessful: Manager will try to deal with the situation, removing the child from the group but having a witness.
- If unsuccessful: Parent/carer will be involved. If the parent/carer does not come to collect the child, a note will be given to them requesting that the parent/carer sees the manager in the morning.
- If unsuccessful: The manager will consider suspending the child after consultation with Head Office.

### Sick child policy

Parents/carers are ultimately responsible for determining their child's ability to actively participate in the daily activities. While we sympathise with the needs of each parent and their child, we must provide a healthy environment for the other children at the camp. A sick child often needs special, one-on-one attention and it is difficult for a staff member to take time away from well children to devote special attention to a sick child. We have instituted this policy based on the wishes and opinions of our parents to avoid any confusion over the health and well being of our children.

### Concerns and complaints policy

We are committed to providing the best care for your child. If you or your child were not entirely satisfied with the service we provided, then we would like to know about it. Any complaint should first be made to the Camp Manager, who will complete a complaints report, and do everything possible to ensure the complaint is dealt with as quickly and effectively as possible. If the complainant feels that the outcome of the complaint is insufficient, or you would like to take the grievance further, the complaint should be made in writing and sent to: Managing Director, Dragon Camps®, 2 Egerton Road, Colwyn Bay, LL29 8RR.

### Uncollected/Lost child

There are a number of reasons why a child may remain uncollected at the end of the day, perhaps if a parent is delayed or confused about who is collecting or about the time of collection. Should this occur then the following action will be taken:

- We will attempt to contact you using the child details information.
- At least two adults will remain with the child until collected.
- We will not allow the child to return home alone or with an unauthorised adult unless we have your permission.
- Upon collection we will politely ensure that the parent understands the procedures.
- If this occurs more than once for the same child Head Office will be informed.
- If after two hours no one arrives to collect the child and we have been unable to contact anyone by telephone, we will call the local social services department who will make arrangements for a social worker to collect the child.
- CIW will be informed as a notifiable event.
- Please note that picking your child up later than you had arranged will incur extra charges – If you are late you will incur a charge of £15.00 per child. An additional £25.00 will be charged for every quarter of an hour that passes, up until collection.

### Contacting parents or carers

Parents will be contacted under the following circumstances:

- Serious injury such as a broken or suspicion of broken bone.
- If the child is unable to participate due to serious illness or a toilet accident.
- If a child is seriously upset about being on camp.
- Bang to head that may result in concussion.
- Any situation resulting in a hospital visit.
- Serious behaviour problem.
- If the child is found not to have brought food/drink.

### Policies

All policies and procedures are available on site at the Dragon Camps®. Please ask for details.