



# **Away Resorts**

## **Children's Policy**

## **Away Resorts Children's Safety Guidelines**

### **1.0 Introduction**

1.1 Away Resorts product offering for children comprises the following organised Entertainments and activities:

- PLAY Toddlerpops - Children (pre school under 5)
- PLAY Activities – Children aged 5 - 12
- MyActive – Children Aged 5 - 16

### **2.0 Policy applicable to all Parks and all Children's Activities**

**The following policy requirements must be followed in all eventualities. In addition each park must also complete the site-specific lost child policy.**

#### 2.1 Employment of Team

All Entertainment team and leisure Team working with children must be checked for relevant criminal records through a DBS check. This will be carried out by TEDGroup but must be checked and verified by the General Manager prior to any individual starting to work with children

#### 2.2 Information for parents and children

All Parks must have the agreed safety information printed in their literature that is issued to all holidaymakers on arrival this must form part of the Welcome Pack

All owners must be issued with the playsafe information. This must be done at least annually and may be with pitch renewal information or as part of the owners' newsletter.

#### 2.3 Prior to running the sessions

The maximum capacity for each venue where activities covered by this policy will take place will be determined by the Entertainment Manager with Agreement of the General Manager.

The Site Emergency Action Procedure and Lost Child Policy must be trained into all Team

#### 2.4 Running a children's Entertainment session

The following **MUST** be adhered to for **ALL** sessions regardless of activity type or age group

- Start and finish times must be advertised and adhered to.
- Session times to be a maximum of 2 hours.
- Activities must be planned in advance.
- Do not smoke in the presence of children whilst on duty and never in unauthorised areas.
- Record all accidents however minor and pass to Park Safety Administrator or General Manager.
- The use of videoing equipment or cameras will not be permitted in the swimming pool or play areas.
- Know the site contact details.
- Make sure that doors can be opened at all times and are not locked from the outside in the venue you are conducting your session.

- Clear up any spills promptly so that no-one slips over.
- Do not work with the children if you have sickness or diarrhoea.
- You **must not** administer physical punishment e.g. smacking, pinching, pushing or shaking. This may be construed as a Criminal Offence and Gross Misconduct.
- If you see a tantrum coming look and sound calm, distract the child by giving them something different to do or look at.
- Treat all bodily fluids as infectious - wear rubber gloves when handling blood and treat the area with a disinfectant.
- If you escort a child to the toilets you must not accompany the child into the toilet area.
- A child cannot be physically made to stay in a session they have decided to leave.
- All events must commence and finish on time as per the programme so that parents are there on time to collect young children.
- In the event of an activity that is programmed having to be cancelled, then this must be clearly announced with as much notice as possible, and as a back up an Entertainment or Leisure Team Member must be in attendance at the venue where the event was programmed to advise both children and parents that the event has been cancelled and ensure that unaccompanied young children are returned safely to their parents. They must stay at least 15 minutes after the proposed start time.
- The General Manager and Entertainment Manager to make sure that all Members of the Entertainment and Leisure Team are fully trained and aware of company policy regarding the care and security of children.

### **3.0 PLAY Toddlerpops (under 5's)**

Supervision is **NOT** provided for the children attending PLAY Toddlerpops. Away Resorts Team must NOT assume responsibility for children, however, a member of Team may be in attendance to prepare the room for activities to be supervised by the Children's Parents or Guardians and clear equipment and clean away after the activity has finished.

#### **A sign must be sited at the entrance of the Venue stating:**

This venue is an unsupervised facility and children must be accompanied and supervised by a parent, guardian or responsible adult to the child at all times. An attendant may be on hand to prepare the room for activities and clear equipment and clean away after the activity has finished. However, supervision of children in this room/area is **NOT** provided by Away Resorts and Team will **NOT** assume responsibility for children at any time during activities.

### **4.0 PLAY – children aged 5 - 12**

It is considered that there are three different types or categories of activity provided within the PLAY Programme. Dependant of the type of Entertainment being provided the requirements specified below for both Entertainment team and parents/carers must be adhered to.

The Categories of Entertainment for PLAY Activities are:

- Category 1 - Entertainment that is purely visual – i.e. children viewing a show.
- Category 2 - Low Risk activities/ crafts

- Category 3 - Specific activities run either a) on a part of park remote from children's venue – but where the children are asked to meet at a central point and are then taken to the activity point or b) taken off park. e.g. beach – applicable in all circumstances

### **Category 1 - Visual Entertainment**

#### Description

This category activity is where the children are entertained through watching a performance they are not required to join in and are not provided with equipment

#### Examples

Examples of the activities in this category are Character performances, Outdoor Cinema, visiting cabaret i.e. wrestling, children's Entertainment.

Supervision and running of a Category 1 session

- No registration required.
- No limit to numbers.
- Children may leave and join this type of activity at any time.
- Parents are advised to supervise children under 8 at all times during this type of Entertainment.

**Category 2 - Hands on activity within the children's club** e.g. Paper making, hobby craft etc.

#### **Team Responsibilities**

- No registration required
- No specific guideline on numbers of children as long as the accommodation is suitable for numbers in attendance.
- If a child needs to leave the activity for any reason (but will be returning e.g. to go to the toilet), wherever possible a member of Team of the same sex should accompany the child so long as an additional member of Team is left in the activity room. Where this is not possible Team should arrange where possible for two children to leave the activity together and return together.

#### **Parent/Carer Responsibilities**

- Parents are required to accompany children under 8 to and from the session.
- Parents are encouraged to remain with children under 8 during the session.
- Where parents do not attend to collect children within 10 minutes of the end of the session, children aged 8 and over will be allowed to return to their accommodation alone provided they are happy to do so; children aged under 8 (who have not been accompanied during the activity) will be taken to reception where their parents will be contacted.

**Category 3 - Sessions to run a specific activity away from the children's club off park or where the children have been asked to assemble before being taken to the facility–** e.g. football, beach activity, treasure hunt around the site

#### **Team responsibilities**

Pre-season –

- a) Prior to the Entertainment team member training risk assessments will be carried out for all category three activities by the Entertainment and/or Leisure Manager.
- b) The General Manager and Entertainments Manager must tailor these risk assessments to their site and identify all the activities that require registration i.e. activities off-site or remote facilities. These must be trained in to all Entertainment team.

Concessionaires must also have produced risk assessments if **NO** Entertainments Team are attending the session.

- All children attending must be entered onto an attendance sheet at the start of each session (appendix 1) including name of child, age of child, parent contact details, unit of accommodation, other information specific to the activity e.g. confirmation of swimming ability for swimming activities.
- When registered children are to be given ICE band to indicate their attendance at the session
- Regular headcounts to take place by Team throughout session – every 30 minutes.
- Maximum numbers of children to be defined prior to the activity depending on the activity.
- The following numbers of children per Entertainment team to be used as a guide:
  - a. children aged 8 – 10 a maximum of 16 per Team member
  - b. children aged 4 – 7 inclusive a maximum of 8 per Team member **IF** the session is close to central areas e.g. on sport field and not involving crossing a road, swimming, beach activities.

Where parents accompany children on the session these children do not need to be included in the Team to children ratios when counting number of children per Team member:

- Where a session is run in a location that requires transport for reaching it then a parent or carer for the child **must** accompany the activity.
- A minimum of two Entertainment team must run each session.
- If food/drink is required during the session children must bring their own refreshments
- No child is to be left alone at any time during the session.
- Children who arrive for the session without a parent to register them cannot be accepted
- Where the session involves swimming activities all under 8's and non-swimmers must be accompanied by a parent. Team members can then supervise a maximum of twelve 8-12 year old swimmers each in the activity. The pool must be lifeguarded in accordance with the Normal Operating Procedure the lifeguards to play an active role in supervision of the children's behaviour and controlling access.
- If a child needs to leave the activity for any reason (but will be returning e.g. to go to the toilet), wherever possible a member of Team should accompany the child so long as sufficient Team members are left in charge of the activity. Where this is not possible Team should arrange for two children to leave the activity together and return together. If the children do not return to the activity within 15 Mins the lost child policy must be invoked.

### **Parent / Carer Responsibilities**

- Parents must inform Team of any specific medical conditions relating to their child / children

- Parents are required to ensure suitable sunscreen is applied to children before attending activities.
- Children arriving without parents will not be admitted to the session. Children aged 8 and over will be asked to return to their parents to ask them to accompany them for registration. A Team member will take children aged under 8 to reception where parents will be contacted.
- Rules regarding Activity sessions to be clearly detailed for parents in the welcome pack and also specified on any literature advertising the activity.

## 5.0 My Active children aged 5 - 16

It is considered that there is one category of activity provided within the MyActive Programme.

Specific activities run either a) on a part of park remote from children's venue – but where the children are asked to meet at a central point and are then taken to the activity point or b) taken off park. e.g. beach – applicable in all circumstances

### Team responsibilities

Pre-season –

- c) Prior to the Entertainment or Leisure team member training risk assessments will be carried out for all category three activities by the Entertainment and/or Leisure Manager.
- d) The General Manager and Leisure Manager must tailor these risk assessments to their site and identify all the activities that require registration i.e. activities off-site or remote facilities. These must be trained in to all Leisure and/or Entertainment team that will be leading these activities.

Concessionaires must also have produced risk assessments if **NO** Entertainments or Leisure Team are attending the session.

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**Appendix 1**

**Away Resorts**

**Children's Activity attendance sheet (category 3 activities)**

<b>Child name</b>	<b>Unit No. and Park Area</b>	<b>Parent/Carer contact details (2 if Possible)</b>	<b>Any relevant medical condition e.g. asthma?</b>



## **Site-Specific Lost Child Procedure Note**

### **General Policy**

1. A lost child Co-ordinator (LCC) MUST be appointed for each park. This is generally the Duty Manager at the time of day the incident occurs. The General Manager may take responsibility for the carrying out of this procedure at any point from the Duty Manager if required.
2. Each member of the Park Team should be trained in all aspects of the Away Resorts Lost Child Policy
3. The GM must ensure that a practice lost child drill is carried out at least twice per annum/season.
4. Every Lost child report must be taken seriously
5. The contact details for the park are as follows: **Mill Rythe Holiday Village, 16 Havant Road, Hayling Island, Portsmouth, Hampshire, PO11 0PB. 02392460044**
6. The sequence of search on this park is: (and should include toilets/changing rooms of these facilities also)
  - 1) Zone A (Reception, Gift Shop, Restaurant,)
  - 2) Zone B (Ballroom, Arcade, Launderette, Snooker Room)
  - 3) Zone C (Fun Palace, Boathouse Bar, Yard behind Boathouse and Car Park)
  - 4) Zone D (Indoor Pool, Climbing Tower, Outdoor Pool, Sea Wall)
  - 5) Zone E (Adventure Playground, Lake and Pentanque/Archery Area)
  - 6) Zone F (Restaurant/Stores Back of house, Sports Pitches, Marina Café, Volleyball/Putting)
  - 7) Zone G (Back Area of Park – Fishing Lake and Field)
7. The sequence for accommodation search by area to be detailed:
  - 1) Zone A (Weston, Deal, Bath, Alton, Chard, Dover)
  - 2) Zone B (Oxford, Otley, Windsor, Nutley, Norfolk)
  - 3) Zone C (Seaton, Solent, Tency, Ryde)
  - 4) Zone D (Pulborough, Kingstone, Jasmine, Harrow)
  - 5) Zone E (York, Wells, Rippon, Ganton, Filey, Exeter)
  - 6) Zone F (All other units of Team Accommodation not already covered)

## **Lost Child Procedure**

This procedure should be invoked as soon as a child is reported missing.

### **Stage 1**

- 1 Reassure the Parents and Family and inform them that Away Resorts has a procedure for finding lost children and that all Team members are trained in such matters.
- 2 Get a full description of the child from a family member record on the Lost Child Form at the end of this Procedure.
- 3 Take the parents to Reception and Inform Reception Team of the situation
- 4 Reception to inform the General Manager or Duty Manager in their absence and signal a 'Code Blue' alert over the radio, which will invoke all members of team with radios and HODs to assemble as quickly as possible in reception.
- 5 Reception to copy the description of the child and distribute to assembled parties.
- 6 All areas detailed in section 6 of the Lost Child policy to be searched by team members,
- 7 Ask the parents to return to their accommodation and carefully check that the child is not hiding somewhere or has returned there since they noticed the child missing; if the child is found at this stage ask them to return to reception to inform Team of the situation so they can ask the Park Team to stand down.

### **Stage 2**

- If the child cannot be found in the areas mentioned above, then members of Team chosen by Management will systematically search accommodation areas as outlined in section 7 of the Lost Child Policy and, as per the lost child drill carried out during training sessions.
- Team will assume that the lost child's parents are in or around the Reception Building and must be informed where they are, if not.
- The Duty Manager should know at all times during the search which members of Team are searching in what areas.
- When the child is found, they should be taken to Reception immediately to be reunited with the parents: other departments and Team can then be informed that the child has been safely returned to its Parents.

### **Stage 3**

- If the Child is still missing after the above has been actioned or a **MAXIMUM of 30 minutes** has passed since the initial report, the Police must be informed.
- It is the responsibility of Duty Manager to inform the Police. The Police should be asked to make contact with reception on arrival and be given the name of the Duty Manager.
- The Duty Manager must remain in reception and pass details to the Police of the missing child on arrival.
- The Duty Manager to invoke the Crisis Management procedure.

**LOST CHILD FORM**

Name of Person Reporting Lost Child: .....		
.....		Tel No: .....
Relationship if any to child: .....		Time of Report: .....
Staying on Park?	Y / N	Unit of Accommodation: .....
Details of Child: Name: _____ Age: _____ Height: _____ Colour & Style of Hair: _____ Full description of clothing: _____ _____ When was the child last seen: ____ Hrs ____ Mins Where was the child last seen: _____ _____		
Were they with anyone else, if so who? _____ _____ Contact No: _____		
Further Comments/Actions:     		