

## **GENERAL INFORMATION**

### **Behaviour (children)**

Children and staff have created rules for acceptable behaviour whilst at the Club. These are displayed at the Club for everyone to see.

#### **The Fun Club Rules OK?!**

- We must make our way to the meeting place for our school as quickly and quietly as possible.
- We should be responsible for our own possessions and never borrow or take anything without permission.
- We must always listen carefully to instructions and follow them.
- We should always show consideration for others and speak politely.
- As bully and teasing causes much unhappiness we must always tell the staff if we or another child, is being bullied or teased.
- We should be prepared to take part in a range of activities and help other children or staff if needed.
- The Mortlake Hall premises, toys and equipment should be respected and kept clean and tidy.
- We will not leave the premises unaccompanied unless given permission by a club member or staff.

We encourage appropriate behaviour through: praise for good behaviour; emphasis on co-operative play and sharing; talking to children with the courtesy that we expect from them and engaging children in activities.

The Fun Club has procedures for dealing with unacceptable behaviour. We recognise that poor behaviour can occur from time to time for reasons that are not always evident, or as a result of special needs. We will try to be flexible in order to accommodate such cases.

However, if your child is violent, or if their behaviour poses an immediate danger to themselves or others, we will require you to collect them from the Fun Club straightaway. In exceptional circumstances, and only when all other attempts at behaviour management have failed, we reserve the right to permanently exclude a child from the Fun Club.

See our Behaviour Management and Suspensions and Exclusions Policy for full details.

### **Behaviour (adults)**

We will not tolerate from any person, whether a parent, carer or visitor: bullying; aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict. Our Fun Club is a place of safety and security for the children who attend and the staff who work here, and we reserve the right to ban anyone exhibiting inappropriate behaviour from our premises.

### **Illness**

We are unable to care for children who are unwell. If your child becomes unwell whilst at the Club we will contact you and ask you to make arrangements for them to be collected.

Please inform the Manager of any infectious illness your child contracts. If your child has had sickness or diarrhoea please do not send him or her to the Fun Club until 48 hours after the illness has ceased. See our Illness and Accidents Policy for more details.

**Accidents and first aid**

Every precaution is taken to ensure the safety of the children at all times and the Fun Club is fully insured. Our staff are trained in first aid and a first aid kit is kept on the premises. If your child has an accident whilst in our care, you will be informed when you collect your child. For full details see our Illness and Accidents Policy.

**Medication**

Please let the Manager know if your child is taking prescribed medicine. If your child needs to take medicine whilst at the Fun Club you will need to complete a Permission to administer medication form in advance. See our Administering Medication Policy for more details.

**Complaints procedure**

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to the Manager, or any other member of staff, or to contact one of the trustees.

A full copy of our Complaints Policy is available on request.