

## **Absence of the Manager**

In the absence of the Wraparound Day-care Manager, the deputy Manager would ensure that high standards of care and education continue to be provided to the children. This includes ensuring that the following policies and procedures are upheld:

- Staff effectively deployed throughout the day-care
- Weekly fire equipment checks including smoke alarm testing
- Ensure food hygiene standards are being maintained
- Ensure security of the children and premises are upheld
- Liaising with parents/carers as appropriate
- Accurately maintain the nursery's database, registers and documentation concerning health and safety and child protection
- Uphold the nursery's confidentiality policy
- Ensure that the nursery's planning for the individual needs of each child is maintained to a high standard

### **Manager Tasks**

- Understand and fully implement the day-care policies and procedures
- Participate in professional development and training
- Mentor staff to ensure the policies and values of Ruby Roos are understood and implemented
- Share good childcare practice with colleagues, display exemplary behaviour and act as a role model to junior staff
- Provide high quality care and activities for children which recognise both individual and group requirements in a secure, safe and stimulating environment
- Organise activities, both inside and outside the day-care unit, which encourage creativity, development, co-ordination, independence, self-expression, and learning through play
- Work in partnership with parents and carers, recognising that parents are their children's first educators, and encourage parental involvement in the day-care
- Be aware of Safeguarding issues and follow the day-care Safeguarding procedures
- Ensure close monitoring of children about whom there are concerns.
- Work in partnership with other gateway professionals and outside agencies
- Fully comply with the childcare's outings policy to ensure the safety of children outside nursery premises.
- Co-operate in the implementation of the health and safety policy and ensure that the nursery's practice and environment meet health and safety standards

## **Accidents + First Aid**

The purpose of this policy is to ensure that when an accident occurs, appropriate action is taken, and accurate information is recorded and communicated.

It is the responsibility of every member of staff to ensure that accidents and injuries are dealt with appropriately and swiftly.

The safety of your child is paramount, every measure will be taken to protect your child from hurting themselves. However sometimes accidents do unavoidably happen, and the following procedure will be carried out in dealing with the situation:

- The child will be comforted and reassured
- The extent of the injury will be assessed and if necessary, call for medical support/ambulance
- The first aid procedures will be carried out if necessary, by a trained first aider
- Once the child is more settled, the child is allowed to return to play / if in hospital a parent will be called to meet us in hospital. All details will be documented.

After every accident, however minor:

- An incident report will be completed, signed and witnessed
- The parent/carer is asked to sign the accident report and receives a copy.
- The accident report gets filed away in the accident folder
- Accidents are logged and evaluated at the end of each month

If the incident requires any medical treatment:

- Inform the school we use for the wraparound care unit
- Inform Insurance Company
- Contact the Gateway for additional advice/support

In the case of a head injury:

- Ensure the parent has been phoned to notify.
- Monitor the child throughout the day for any changes in health.

### **First aid**

Ruby Roos pride ourselves on having 100% of staff paediatric first aid trained. First aid boxes are located at each unit and visibly labelled up with an up to date inventory/item list.

The manager is responsible for making sure that all medical information and emergency contact details on the children's documents/files are up to date and accurate.

When an accident occurs, it is the responsibility of the first aider to determine whether the injury can be dealt with in the setting or if medical assistance is required.

If any accident occurs at one of our units the staff will inform the parents / carer at collection time unless it is a serious injury that requires immediate contact.

We have an accident / incident report form that will be completed after any first aid

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treatment is given by a staff member.

#### Accident & Incident Procedures

An accident is an unfortunate event or occurrence that happens unexpectedly and unintentionally, typically resulting in an injury, for example tripping over and hurting your knee. An Incident is an event or occurrence that is related to another person, typically resulting in an injury, for example being pushed over and hurting your knee.

#### Dealing with Accidents or Incidents to Children

We keep written records of all accidents, incidents, or injuries to a child together with any first aid treatment given. Any event, however minor, is recorded by completion of an "accident/incident report" and the procedure is the same for both types of events. An accident/incident report is completed by a member of staff who witnessed the event. The form must be written accurately and clearly to include all key details.

In the event of an incident, both accident and incident reports must be completed. The name of any other child involved in an accident/incident report must remain confidential.

## **Additional Needs**

RubyRoos aim to offer a safe environment for all children attending each unit allowing them to grow and develop regardless of their needs or requirements. We aim to offer a care environment available to all that is non-discriminatory and in the best interest of the child. We believe that all children should be treated with the same respect however some may need additional help to reach their individual development milestones. As gateway workers it is our duty to help assist and support a child with a disability or impairment; we strongly believe in looking beyond disability and offering a solution to any restrictions they may face so they benefit from the best possible experience with us.

### **Procedure**

To enable us to offer the best possible service to each child we cater for we have the following procedures to ensure the best quality of service is provided;

- Completing an enrolment form which will be assessed by the unit manager.
- Individual support put in place to ensure that child is catered for.
- An appointment will be made for parents to visit and discuss in more depth their child's individual needs and for to decide if the unit can provide the best care for their child. We will consult with the school principal and health workers to confirm we can cater for the child.
- Extra training may be required to ensure we fulfil our requirement to offer the best possible support. At this time, outside professionals are welcome to support us and ensure the child settles in.
- We will offer a place for that child when we have suitable staff trained and measures that the parents are happy with what we have in place.
- We will consult outside professionals, parents and teachers to write up individual plans to enable any child with special needs the opportunity to achieve their full potential.
- Any medication that is to be given, will be done so by the unit manager and consent forms will be signed by parents prior to starting with us. Should there be any changes to the child's medication it should be made aware to the unit manager.
- The staff will keep parents informed of how their children are progressing with us and highlight any areas of concern or achievement to give fully transparent service that enables parents to feel comfortable that their children are being well looked after.
- All care plans will be subject to review to ensure that they are suitable and designed to get the most out of each child.

## **Allegations Against Staff**

Ruby Roos take all allegations seriously and will follow guidance from HSC Trust regarding any complaint a carer/parent has put forward to us in regards to the staff representing us. We have the following procedures in place to ensure we offer the best possible service to the children we work with;

### **Procedures**

We have an open and welcoming approach to Ruby Roos and aim to offer a environment that will allow parents / carers to approach us to discuss an issue or concern they have.

- Firstly we will respond to any disclosure that abuse by a member of staff, student/trainee/volunteer within the setting, by first recording the details of any such incident.
- Management will refer any such complaint immediately to the Gateway team co-operate fully with any investigation carried out by the Gateway Team.
- Where the management team and the HSC Trust agree it is appropriate in the circumstance, management will suspend the member of staff/volunteer/student/trainee for the duration of the investigation. This is not an indication of admission that the alleged incident has taken place, but is to protect the staff as well as the children and families throughout the process.
- If the allegation is about management staff then they will stay away from the premises until such allegations have been thoroughly investigated following the same steps as above. The director will step in to oversee day to day running alongside another qualified level 5 qualified care worker.

### **CCTV + Security of Setting**

Ruby Roos will be operating in school premises offering wraparound care for the children attending that school. The most important aspect of what we aim to deliver is the safety of the children we will work with. It is vital that we take our roles seriously and conduct ourselves in a professional manner to ensure the service we provide is of the highest possible standard. The premises we will use for all wraparound units will be within the school compound so therefore security and permitted visitors will be restricted and helps us to promote a secure and safe place for children to grow and play.

We do not have CCTV in operation at the premises however we have measures to ensure the units we work in are secure and safe by applying the following checks;

- We will keep all external doors locked with parents only gaining access via intercom/ buzzer to the school which will be opened by a member of staff.
- All visitors will be required to sign into and out of the setting, stating their arrival time and nature of their visit.
- Any visitors who will be interacting with children ie. Photographers, providers of extra curricular activities such as music, dance classes will be required to provide a copy of their Access NI clearance.
- We will keep all children in a safe environment and prevent anyone outside permitted members of staff from entering the premises.
- The only entrance to the unit will be via the school main entrance which is security locked and can only be opened by a member of staff within the premises authorising entrance or by a permitted card holder. Only staff members will be permitted card holders.
- Exit from the unit will not be possible for children due to child safety measure locating release buttons to door above a certain height will be prevent children from reaching. The children will be cared for in a ration of 1:8 so therefore staff will be capable of managing all children within the unit and prevent any child from exiting for unit prior to even making an attempt to leave the school premises.

## **Complaints**

### **Principles**

We are fully committed to high quality care within the setting. To maintain and ensure these standards staff will work together with, parents and other professional within the childcare or gateway field, sharing information and ideas to promote the quality of care in everything we do.

Ruby Roos believe that;

- Parents / Carers views and opinions are valued and acted upon when necessary.
- We value and respect the children's views and opinions, again acting upon when necessary.
- We understand and appreciate the advice and guidance which is offered to the setting from outside professionals.
- We are committed to working in partnership with parents / carers.

### **Procedures**

- A comments box is located in each wraparound unit, this ensures parents have the opportunity to express any comments which they may have on an anonymous basis.
- All comments or complaints are dealt with confidentially
- If a parent / carer feels that they have a concern which they feel needs to be raised or addressed they must inform the wraparound unit manager immediately. In the absence of the wraparound unit manager, parents / carers can speak to the deputy in charge.
- A meeting will be arranged immediately between the manager and parents / carers.
- Before this commences all relevant information relating to the complaint will be

gathered.

- During the meeting parents / carers will be able to express their concerns with the unit manager.
- At this stage their complaint or concern will try to be resolved.
- If the parent / carers feel that the complaint has been resolved then a report will be written up and placed in the incident report file and no further action will be taken. If a resolution cannot be reached we will encourage the complaint be put in writing.
- Once the written complaint has been received from the parent / carer an independent member of the management team will begin an investigation into the matter.
- This will be carried out and dealt with within a short timescale to ensure that the matter is quickly and promptly resolved, in any event before five working days of the complaint being received.
- If after this investigation parents / carers still have concerns they will be encouraged to contact the Gateway Team.
- Parents have the right to contact the Gateway Team at any Stage.
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- We will complete complaints form and ask parents to sign to agree the steps that have been taken are accurately recorded and to sign to state whether or not they agree with the outcome of the complaint. If they do not agree with the outcome then we will pass this on to the Gateway Team.



## **Confidentiality + Managing Records**

Confidentiality is key to the success of any organisation so any concerns dealing with parents, children, staff is private and should be treated as sensitive in order to keep the best interested of everyone and enable Ruby Roos to be trusted as by all those who we come in to contact with. All records that we take are to be kept in the strictest of confidence with only members of staff having access to them.

### **Ethos**

- Parents can access their children's records on request at time.
- No information relating to children or staff should be discussed outside the setting unless they have a professional relationship with that setting and we are legally required to share such information
- All children's details and information are kept confidential
- All information which is held relating to children, parents and staff is kept under the guidelines of the General Data Protection Regulation, please refer to this policy for more information.

### **Procedures**

- All staff members and children at each unit have their own individual file which will

- contain personal information which is kept locked in a safe location within the unit.
- Managing records and maintaining a professional approach to the safeguarding of such documents is crucial and something that will continually highlighted at staff meetings.
  - Any member of staff who cannot follow this basic requirement will face a disciplinary and possible termination of their employment contract.
  - All files must be kept safe and until each child is 21 years of age before destroying.
  - Files must be kept safe however in the case of emergency or in the case of child welfare concerns, the files must otherwise not be removed from storage.

## **Consent**

Ruby Roos will have an online registration process, however on occasion we may have some hand written documents; however the forms will comprehensive in asking parents to give consent to any issue such as photography, videography, walks, medical treatment, collection, sun cream, outside professionals visiting the unit etc. We will always seek confirmation from parents to ensure best practice. This also allows us to have a closer relationship with parents / carers as we aim to have a family style approach to the style of care we offer.

The basis of the contract between Ruby Roos and the parent / carer is based on the details highlighted on the forms we ask parents to give consent for. This clarity will enable us to offer a professional and comprehensive approach to care that keep everyone informed.

### **Daily Itinerary**

Ruby Roos will offer sessional care from the hours of 2pm – 6pm at our wraparound units. Children in Primary 1-3 will finish school at 2pm and then join us at either 2pm or 3pm depending on whether they take part in an after school club with MR Sports. The Primary 4-7 pupils will then join at 3pm when they finish school or at 4pm if they again take part in an after school club with MR Sports.

The day will vary in terms of exactly what type of games, snacks and activities we may offer but the framework for the day will always follow the framework conveyed below;

#### **Junior Pupils (P1-3 Pupils)**

2pm - Junior pupils join and are allowed some down time after a busy school day to play in our safe environments (generally indoor but nice weather may permit outdoor play) with the toys and equipment we have within our units

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3pm - Junior pupils will get a snack and a drink.

3.30pm - Junior pupils are then asked to work on their home work were staff will help children in whatever way they can to complete their tasks.

4pm - Junior pupils taken outside to play.

4.30pm - Junior pupils taken back indoor and asked to work on a team project

5.30pm - Junior pupils allowed to relax and play. Generally art challenges will be put to the children who can work on their pieces until home time.

6pm - Collection

#### Senior Pupils (P4-7 Pupils)

3pm - Older pupils arrive and are allowed to play similar to the junior pupils.

4pm - Older pupils get their snack and drink.

4.30pm - Older pupils work on their homework.

5.15pm - Older pupils taken outside to play

6pm - Collection

The times noted above are approximate and may vary slightly but as a whole they will remain the same unless other stated. The key aspects of snacks, homework and play will be incorporated across each day at our wraparound units.

## Equality

Ruby Roos believe in treating everyone with respect and courtesy and apply this ethos to our recruitment of staff and how we offer places to children. We understand that every individual is different so will take special care to give everyone an opportunity to join us as a staff member or as a child at one of our wraparound units.

### Procedure

Employment - Our recruitment selection will be unbiased used to find the best suited candidate for the job. We promote a relaxed and welcoming atmosphere which does not

take into consideration any religious beliefs, political views, race, sexual orientation, gender, disability or marital status.

We will train all staff to help them follow guidelines in which we can promote our ethos of a totally inclusive and welcoming environment. We prohibit the use of flags, songs or any sensitive material to be displayed in any of our units.

Childcare – We have an admission policy which allows parents / carers the opportunity to lodge a request to take up a place at one of our units. We do not discriminate against any child based on nationality, religion, race or gender. We simply aim to offer a fun platform for children to develop confidence and above all be happy learning and playing at our wraparound units. The activities that the children will play do not promote discrimination or foul play. We will deal with any claims or incidents in a sensitive manner should something arise. The activities will be multicultural in order to highlight that everyone is welcome! The snacks we offer will also be varied to offer a multicultural approach to everything we do at Ruby Roos.

## **General Data Protection Regulation**

The General Data Protection Regulation (GDPR) came into effect on 25th May 2018 replacing the current Data Protection Act 1998. It gives individuals greater control over their own personal data.

The day to day running of Ruby Roos will require a lot of sensitive information to be

gathered from staff, parents and children so therefore it is extremely important that we work in accordance with GDPR in order to best serve our staff, parents and children.

### Principles of GDPR

The General Data Protection Regulation 2018 highlights 6 key aspects that form the basis of the document which include;

1. You must have a lawful reason for collecting personal data and must do it in a fair and transparent way.
2. You must only use the data for the reason it is initially obtained.
3. You must not collect any more data than is necessary.
4. It has to be accurate and there must be mechanisms in place to keep it up to date.
5. You cannot keep it any longer than needed.
6. You must protect the personal data.

The GDPR provides the following rights for individuals:

- The right to be informed.
- The right of access.
- The right to rectification.
- The right to erase.
- The right to restrict processing.
- The right to data portability.
- The right to object.
- Rights in relation to automated decision-making and profiling.

There are two main roles under the GDPR; the data controller and the data processor. As a childcare provider, we are the data controller. The data is our data that we have collected about the children and their families. We have contracts with other companies to process data, which makes them the data processor. The two roles have some differences but the Principles of GDPR apply to both. We have a responsibility to ensure that other companies we work with are also GDPR compliant.

Ruby Roos will collect data from parents for our records to include name, date of birth, address, contact details etc however any additional details that we require will be collected on the basis of consent from parents, for example photographs, promotional email contact etc.

### Data Retention & Security

We will keep records on file for as long as necessary (and the law states) in a safe location and destroy them as and when they are no longer required. We will dispose of all data in a safe way so that it can no longer be accessed by anyone.

### Transparency

We will inform parents about how and why we collect data should anyone have any queries about the information retained and provide access to their own information if requested.

### Data Protection

All staff will undergo training for best practice and prevent any personal data breach. Anyone

who breaches our GDPR regulations will face disciplinary action. A breach can be any of the following areas;

- access by an unauthorised third party;
- deliberate or accidental action (or inaction) by a controller or processor;
- sending personal data to an incorrect recipient;
- computing devices containing personal data being lost or stolen;
- alteration of personal data without permission;
- loss of availability of personal data.

Matthew Rooney will oversee all training and data protection to ensure staff are informed and trained to follow regulations.

#### Data Disclosure

The consent of the data subject will be obtained before the group discloses personal information to any organisation or individual. All requests for disclosure will be in writing and telephone enquirers advised accordingly. Ruby Roos has the right to refuse access to personal data but will explain our reasons why if this arises.

In cases of child protection, the law requires the disclosure of information, without consent, to relevant Health and Social Care Trust personnel and PSNI officers.

All data to include photographs, names etc. will not be released on any newspapers, social media or radio channels without prior consent from parents. Ruby Roos understand the importance of being side by side with parents in terms of all key decisions regards personal information.

#### Right of Erasure

Individuals have the right to erase personal information that has been kept in the following circumstances;

- Data is no longer necessary
- Individual withdraws consent
- Individual objects and there is no legitimate interest for processing
- The data was unlawfully processed
- The data has to be erased to comply with a legal obligation
- The data relates to society services to a child.

We will accommodate homework time for up to 45 minutes each afternoon. This may be extended in the case of children who are preparing for transfer tests who may require one hour set aside to complete tests. Staff will supervise and help where required but will not be able to sign any homework sheets and we do not accept responsibility for correcting any mistakes. We therefore expect parents to check any homework their child may have done during after schools. Other quiet activities will be offered to children whilst homework time is ongoing. Any further concerns regarding homework time should be addressed to the manager.



## **Infection Prevention and Control**

Infection control is a crucial part of child and staff welfare so we treat all disease spreading with the utmost care to prevent spreading infection across the unit.

The unit manager will ensure the unit is left each day in a clean and safe condition in preparation for the next day. The rooms will be cleaned to a high standard and will be cleaned by Ruby Roo staff and the school cleaning staff each day who clean the school property. This will prevent any hazardous cleaning material from being left around the unit and out of reach of the children. Cleanliness is a huge part of offering a safe environment for children so this is crucial aspect of Ruby Roos commitment to offering the best possible service for children.

### **Procedure**

- Children or staff suffering from diarrhoea should go home immediately and take 48 hours rest from the time symptoms have stopped to stop the spread of this across the unit.
- Should any staff member or child be excluded for a number of days due to an infectious disease, this information will be kept confidential.
- Any soiled clothing should be bagged and given to parents/carers at collection.
- Any spillages should be cleaned and the area safely prepared for children to resume play again.
- Good hygiene should be practiced across the unit with hand washing being a crucial aspect of working with food and children.
- Cleaning checklists to be completed at the end of each day to ensure the unit is ready for the play on their return. The checklists will be checked and signed by the unit manager.
- Pets or animals are not permitted inside the premises by staff or parents / carers (unless for educational purposes).
- COVID19 related symptoms should refer to our COVID policy, however to summarise; anyone who is displaying symptoms must isolate for a period of 14 days and not return until symptoms have subsided. Those who have come into contact with anyone who has a positive COVID19 case should isolate for 10 days prior to returning to any our settings.

## **Intimate & Personal Care**

We understand that we work in a sensitive environment so it is paramount that staff are aware of the best way to care for children in a safe and professional manner. We are in a privileged position to work with children and should never abuse this right. Ruby Roos has a number of guidelines that staff can follow to ensure that we offer the best possible duty of care.

- Staff should not touch or lift children without any other option and should do so in a professional way that does not invade the child's privacy.
- Special consideration should be given to staff or children that are recovering from injury, have a medical condition or disability. Risk assessments should be carried out on each staff member and child that may require additional help or an adjusted approach to work or play.
- Children and staff will use different toilet facilities.
- Children should never be in a closed room 1:1 with a child. There should always be another adult in order to safeguard against any claims or concerns raised.
- Should a child soil their clothes, staff are not required to change or dress children as they are all of primary school age. Staff should encourage children to clean themselves or change clothes themselves albeit with verbal direction from staff members.
- Suncream can be applied by staff members however this is only on prior consent from parents. Parents will have to give permission for this when signing up their child with us.

## **Maintenance and Replacement of Play Equipment**

Ruby Roos offer a comprehensive childcare environment that enables children to learn and play in a safe unit within their school premises at our wraparound care. We have a range of activities and events that take place throughout the week which offers an opportunity for children to grow. Play forms a huge part of development, and we at Ruby Roos understand that the environment we provide will dictate what the children are able to do while with us. It is paramount that the equipment and space we offer the children to play is safe and educational.

Staff should assess the age group and individual requirements of each child prior to permitting free play;

- Is the toy, play or activity appropriate for the age of the child?
- Does it feature positive images of people, male and female, range of ethnic and cultural groups, with and without disabilities?
- Is it good quality and safe?
- Is it really necessary or required?
- Will children enjoy using it? And be stimulated?
- Staff should report any broken items to management immediately and where it is possible to remove the item from the playroom immediately.
- Management will either arrange for the item to be repaired or disposed of immediately. Any additional requirements should be made by the unit manager to the company owner to purchase additional equipment / toys.

## **Management of Records**

We hold a high standard of confidentiality for children, parents and staff. We understand that the information which is given and recorded within the setting is private and personal to those who it is relating to. Staff within the wraparound units understand the importance of confidentiality and any information which is given to them must be held in the strictest confidence.

The Data Protection Act 1998 provides guidelines that require us to keep information on staff, parents and children classified. The procedures conveyed below highlight how we manage information at Ruby Roos.

### **Procedures**

- All children and staff within the setting have documents relating to each which is kept in a safe storage facility when not in use.
- All documents are kept to staff members only and not consulted by anyone except for the unit manager unless for exceptional circumstances.
- This topic is always discussed at staff meetings to raise the awareness of the importance of confidentiality.
- If at any time the staff within the setting has breached the confidentiality policy this will result in disciplinary action which is stated in each staff members employment contract.
- All written records about individual children must be kept in secure storage until the child reaches 21 years of age.
- There is one exception to this policy where staff and management have concerns about a child's welfare or there is a medical emergency in which case we are required to share the relevant information with the appropriate parties involved.

## 2 **Management of Risks Associated with Care of Individual Children**

We aim to provide a healthy, safe and friendly environment, for children, staff, parents, carers and professionals visiting our group. We aim to offer a safe working environment for staff and a play area for children. Staff have a duty of care to ensure their work place is maintained in a safe and comfortable condition for children and other colleagues. Ruby Roos have some procedures that form a framework to ensure we manage risk and maximise the quality of care for children.

### **Procedures**

Staff health & safety;

We agree to provide a workplace environment that is so far as is reasonably practicable, safe without risk to health and adequate as regards facilities and arrangements for the employees welfare at work such as;

- Adequate toilet facilities.
- Arrangements for smokers outside of school premises.
- Adequate employee liability insurance.
- First aid.
- Designated coordinator who is responsible for all Health and safety (Area Manager).
- The building complies with all fire regulations and fire fighting equipment is checked regularly by the school authorizes.
- Sanitary facilities are provided in staff toilets.
- Risk assessments are carried out for all pregnant employees.
- Unit has a suitable area to prepare snacks and down time for staff should it be required.
- No staff member, carer, member of the public will be permitted unto the premises if they are under the influence of alcohol or substance abuse.

Employees have a duty of care which requires them to;

- All accidents should be reported to the unit manager and they should always inform the company owner.
- Taking care of their own health and safety
- Taking care of their colleague's health and safety, refraining from practical jokes, bullying or harassment at all times.
- Reporting any items of risk in the workplace to the unit manager who will inform the

Area Manager

- Notify the Area Manager if they are taking any medication which may impair their ability to carry out work duties
- Ensuring that they maintain a high level of personal hygiene
- Making management aware of any high risk or contagious illnesses.

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## **Managing Aggression and Challenging Behaviour**

Ruby Roos understand that no 2 children are the same and therefore having 1 approach to every child will not best meet everyone's requirements so therefore dealing with every situation independently and with care is important.

It is vital that all members of staff conduct themselves in a professional manner and set a good example for children to follow and imitate. We aim to offer a welcoming and safe environment for children so therefore it is important to have a positive approach to tasks. Staff members will seek to reward children with positive reinforcement on tasks they have done well or any initiative they have shown that conveys a kind or positivity. We also believe in addressing any negative behaviour immediately but in a professional and relaxed manner in order to allow the child to understand why their behaviour was wrong and how they can react differently in order to help develop children encourage them to rectify mistakes themselves without overreacting to every issue at our units.

We have a number of procedures for dealing with aggression and challenging behaviour that will allow staff to manage situations in the best possible way.

### **Procedures**

- Positive behaviour should be acknowledged and praised in order to encourage this across all children at each unit.
- Staff should be aware that every child is different and that an individual approach is required to make sure each child is cared for in the best possible way. This will require us to have a good relationship with parents to get feedback and ensure we have a strategy in place to deal with any issues and request support from outside professionals should we require help to best cater for a child with additional needs.
- Negative behaviour should be addressed immediately however in a relaxed way in order to highlight exactly what has went wrong and how the child could have dealt with things in a different way.
- Positive reinforcement is crucial to all we do at Ruby Roos. We aim to build up self-confidence and allow children to thrive under our care.
- It is important to document an issues or problems that staff or children have with a certain child in order to understand trends or regularity to poor behaviour. This will be assessed by the staff and prompt them to look for reasons why the child is behaving in a certain way. If a staff member has a concern about a child they should

raise this with the unit manager who should consult with Matthew the business owner in order to bring any matters to the attention of parents and child welfare.