

SSG SUMMER CHILDCARE PROVISION FAQ'S

We can't wait to see you and your child(ren) at our Summer Childcare provision and wanted to give you a brief overview of what you may need to know, particularly during the current COVID-19 pandemic:

REGISTRATION & DROP OFF

- Drop off can start from 8.30am and we are unable to accept children before this time. This will be at the main doors to the sports hall and there will be restrictions and regulations in place to adhere to government social distancing guidelines. We respectfully ask that you ensure you adhere to the processes in place on arrival and at pick up for everyone's safety. This could mean that the drop off and pick up times are longer than usual.
- An Essential Information Form will need to be completed for every child and handed in directly to the supervisor on your child's first morning if this hasn't already been returned beforehand. Unfortunately, we will be unable to have any available on arrival as we need to ensure that we reduce the amount of people in the area at one time.
- Without a completed form, we cannot accept your child into our summer childcare provision. This form will have been sent to you with your booking, but if you need another copy, please contact our Business Support Team on 01234 340782 option 1 or email info@ssgservices.co.uk.
- At registration, you will be provided a daily collection card. This card will need to be kept safe as it will need to be brought with you when you are collecting your child(ren).

PICK UP & SECURITY

- Pick up is usually between 4.30 – 5.00pm. Waiting times could be longer than usual due to social distancing restrictions in place. If you would like to pick up your child earlier than 4.30pm – please could you let the Project lead know on site on the day when you drop off.
- You will need to provide the collection card you were given on arrival to staff at pick up.
- If someone else is picking up who does not have the collection card, they will need to provide photo ID; your family password and they must be named on the family's essential information form. You will need to notify the office of any changes of pick up arrangements so that staff can be informed no later than 4.00pm on the day.
- Our site is only registered until 5.00pm, therefore all children MUST be collected by 5.00pm.

Where possible, please avoid dropping off or collecting your child within the 9.30am to 4.30pm period, as children and staff will be taking part in activity sessions. If you do need to drop off or collect within these hours, please call the office to arrange this in advance.

WHAT TO BRING

- Completed Essential information Form
- A refillable drink bottle.
- A packed lunch and snacks for the morning and afternoon breaks.

- Sun cream and sun hat (when applicable). Please make sure children have applied sun cream in the morning before the session. Instructors will remind children to re-apply cream throughout the day.
- We recommend children wear comfortable clothing and MUST wear closed toe footwear (not their best items as your child will be involved in activities such as arts and crafts / field sports).

WHAT NOT TO BRING

- Valuable clothes, mobile phones, computer games, iPod, money etc*
- It is easier if children do not wear jewellery to camp as there are certain activities where these items will need to be removed.

**Mobile phones: Although we understand the need for older children who make need to have their phone on them, they are not allowed to be used once the session has started; during any breaks or to take any photographs. They must be handed into the project supervisor when registering in the morning and will be kept safe during the day. Please ensure that your child is aware of this.*

- Unfortunately for health and hygiene reasons we are unable to allow birthday cakes (or other food treats) to be brought in to be shared with the groups.
- We have a “no nuts” policy, so please avoid foods like peanut butter in your child’s packed lunch.

UNABLE TO ATTEND?

If for some reason your child is unable to attend, please phone 01234 340782 option 1 before 9.30am on the day and leave a voicemail so that we are aware. Alternatively, please email info@ssgservices.co.uk to inform us.

Please do not send your child if they are ill, as this can spread infection to other children and our staff.

If your child or anyone in the household is experiencing any symptoms linked to COVID-19, you must not attend the provision. You will be required to follow the government’s self-isolation period and your account will be credited for any bookings missed linked to this.

If you inform us – we will be able to move your booking or credit your account accordingly. We are unable to offer refunds.

MEDICATION

If your child needs medication, you must let the staff know and complete a medication form available at registration.

LOST PROPERTY

If you child misplaces any personal items, please speak directly to the project supervisor who can try to locate the item for you (if possible). The week following the end of the holiday activity days, any unclaimed lost property will be taken to a local charity shop as we are not responsible for any items left behind.

GROUPINGS

Your child will always be placed in a group with children of the similar age. How many groups we have will depend on the number of children attending on the day and their ages in any given week. If your child is attending for more than one week, you might find that they are placed in different groups each

time but please don't worry about this, your child will still be with children of a similar age; it doesn't mean your child has been moved up or down between the age groups.

Children will be in group sizes of no more than 12 children with one group leader. Throughout each group the children will stay within pods of 4 throughout the day.

If you would like to make any requests for groupings, please email info@ssgservices.co.uk if you haven't done so at time of booking.

WEEKLY THEMES

There will be a theme each week which will be displayed on a noticeboard in the reception area. This will also include any other key information for the day including names of staff working on the provision.

Activities and themes may vary depending on the weather conditions and therefore could be subject to change.

CLEANLIEST AND HYGIENE LINKED TO COVID-19

During the current time linked to the COVID-19 pandemic, a number of specific processes have been implemented to protect the children and staff as well as to ensure we are adhering to the Government guidelines.

Children will be asked to wash their hands thoroughly after each activity. Equipment and rooms will be cleaned throughout the day prior to children moving around each activity planned. Each child will be given a clear plastic bag for their belongings to minimise cross contamination and the spread of germs.

Children will be encouraged to use the toilet facilities at the start and end of each activity to minimise movement around site but they can access the toilet at any point during the day.

The above is subject to change as more guidance is released by the Government and SSG will take the appropriate steps as required. We will update you of any changes accordingly.

WE LOOK FORWARD TO SEEING YOU SOON!