



# Parent Pack

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<b>Company Number:</b>	7356949

## **Welcome to Jozone Kids Club Ltd**

Thank you for registering with us; we would like to welcome you to Jozone Kids Club and hope this Parent Pack provides you with all the information you need. If you have any questions, please feel free to contact us and we will be happy to discuss.

### **About Jozone**

Jozone Kids Club Ltd is a privately-run organisation providing high quality childcare by a team of passionate childcare practitioners. All staff have had the necessary employment and DBS checks prior to employment. We aim to provide a flexible, varied and exciting programme of activities for your children to enjoy in safe and friendly surroundings. The clubs are open to children aged 3-11 years and we maintain at least a 1:8 ratio for EYFS children (5 years and under) and 5 – 11 years a 1:30 ratio (legal requirement) however Jozone aim to operate on a 1:10 ratio at all times.

### **Our Aims**

Jozone Kids Club aims to provide a safe, happy, friendly and fun environment in which we can respond to the needs and opinions of each child and individual. We are committed to providing a quality service for every child and parent/carer.

#### **Our club aims to provide:**

- A safe, happy, friendly and fun environment that comply with the requirements of our registration.
- Opportunities for children to express their own opinions and needs.
- An environment where children and parents / carers are listened to and their views and opinions are taken into account.
- Play that encourages and supports children to make choices, discover solutions and allow children to develop at their own pace.
- An environment where children and adults value and respect the individuality and diversity of others, regardless of disability, race, sex, social and economic status.
- To nurture your child and take care of them and to help them reach their full potential.

#### **Our club aims to encourage:**

- Every child to develop personally, socially, emotionally, physically and intellectually in order to reach their full potential.
- Play opportunities that are not controlled by adults allowing children to express themselves in a way that is appropriate to their age and understanding.
- Children to learn to be sensitive to the needs of others.
- Their understanding of the outside world.
- Children to become confident and sociable with individual interests and strengths.

## Our Club

All Clubs are Ofsted registered, copies of the inspection are available on request or you can visit the Ofsted website [www.ofsted.gov.uk](http://www.ofsted.gov.uk).

### Before and After School Clubs

Our Before and After School Clubs operate within the school during Term Time. We have various sessions available Monday – Friday and welcome children age 3 – 11 years who attend that school.

Monday – Friday (Term Time)				
Before School		After School		
From 7.30am	From 8.00am	Until 4.30pm	Until 5.30pm	Until 6.00pm

Jozone aim to provide a flexible, varied and exciting programme of activities for your children to enjoy in safe and friendly surroundings. The children have the opportunity to take part in a wide range of activities including;

- Cooking
- Arts and Crafts
- Board games
- Lego & k'nex
- Films
- Books
- Outside play
- Team games
- Themed activities
- Educational activities
- Role play
- Seasonal Activities & Cultural Celebrations

Children are encouraged to choose their own activities. The clubs are a lively and happy place where children can play and socialise before or after school. A quiet area is also provided for children who want some quiet time or some space to relax and unwind.

## **Jozone @ Chadsmead**

(EY420856)

Jozone Kids Club Ltd

Chadsmead Primary Academy

Friday Acre

Lichfield

Staffs

WS13 7HJ

Club Mobile: 07961 641 769

Club Manager: Emma Davis

Our Before and After School Club at Chadsmead Primary Academy operates from the school infant hall and a classroom. We are open term time for children 3-11 years who attend the school.

### **Registration and Bookings**

Jozone operate online registration and booking at <https://jozonekidsclub.ipalbookings.com/>  
Our online booking and payment system allows you to be fully in control of your bookings, payments and personal information.

Once you have registered and added your child's details you will be able to make a booking.

***Important Note: Please ensure the Child's Medical Information and the Contact and Collection Information is completed prior to making a booking.***

All sessions must be pre-booked online. It is the responsibility of the Parent/Carer to book any sessions they require.

Any attendance without pre-booking will be charged the session rate along with an additional £1.00 admin fee per booking.

### **Changes to Details**

It is your responsibility to update your personal information on your online account to ensure we are able to contact you at all times.

You MUST inform us immediately if there are any changes to your child's medical conditions or advise if they need any special requirements.

All information is processed and stored in accordance with the General Data Protection Regulations 2018.

## **Arrival and Departure of Children**

Jozone has online registers which enable staff to accurately sign children in and out of the club.

Upon arrival Parents are to use the door specifically for Jozone, there will be a doorbell to gain our attention and a member of staff will let you in. It is for the safety of the children that staff ensure the room is ready before accepting children into the session. It is also imperative that all children are collected on, or just before the session ends. If the child is to be collected by someone other than the parent/carer, this must be indicated in the contact and collection section on your online account and they must have the collection password to be able to sign the child out of Jozone.

**It is very important that you advise us in advance if there is a change to your named collectors, otherwise we will not be able to release your child/ren at the end of the day.**

## **Late Collection**

If you are unavoidably delayed and expect to get to us later than your collection time please ring the Club Manager asap so that we can reassure your child and make the necessary staffing arrangements.

We expect all children to have been collected from us by 6.00pm. Any child left uncollected after 15 minutes, the emergency contact numbers will be called. If after 30 minutes (as per our uncollected children's policy) no-one can be contacted for collection, the First Response team will be contacted and the child placed with them, for them to look into the situation further.

There will be a charge for late collection after 6.00pm to cover additional staffing costs.

We understand that occasionally you may be unavoidably late collecting your child/ren (e.g. due to traffic / transport problems) and we are sympathetic towards this. This will not present a problem if you have contacted us to let us know your expected time of arrival or nominated a named collector to collect on your behalf. However, if you fail to contact us or are regularly late collecting your child, we may discuss changing your session times or agree a temporary late collection arrangement.

## **Amendments and Cancellations to bookings**

Our online system enables you to amend and cancel your bookings online. We operate a 7-day cancellation policy, therefore any cancellations made after this time will still be charged.

You must notify us of any cancellations or amendments within the 7-day cancellation period.

## **Absences & Illness**

You must notify the club as soon as possible of any absences for booked sessions so the staff can mark them as absent on our register.

Children suffering from communicable diseases (other than HIV or Hepatitis B) should not be brought to the club until they are no longer infectious. In the case of sickness and /or diarrhoea they must be clear of symptoms for at least 48 hours before returning. If your child did not go to school or is sent home from school due to illness on a day when they are due to attend the club, please let us know asap; it is not the school's responsibility to tell us.

Your child will not be taken if we feel that they are unwell. If your child is unwell in our care, we will contact you to explain the symptoms and discuss what action should be taken.

Each Club has appointed staff qualified in Paediatric First Aid and a fully stocked First Aid box is kept on site. If a child sustains a minor injury whilst in our care, a First Aider will give treatment as appropriate. An accident/Incident record will be made and the Child's Parent will be informed. If it is felt that the child concerned needs to go home, we will contact their Parent or other named collector. In the case of more serious injuries or illness, we will seek medical advice or contact 999 and follow their advice accordingly. The Parents will be informed immediately. If your child has a head injury in Jozone we will contact you immediately by phone during the session.

If a child comes into our setting with an existing injury parents will be asked for details and this will be recorded.

### **Medical Conditions & Administering Medication**

Please inform Jozone of any allergies/medical conditions your child has so that we can make suitable provision.

If a child attending Jozone Kids Club Ltd requires prescription medication of any kind, their Parent or Carer must complete a permission to administer medicine form in advance. Staff at the Club will not administer any medication without such prior written consent.

Jozone Kids Club Ltd can only administer medication that has been prescribed by a doctor, dentist, nurse or pharmacist. If a medicine contains aspirin, we can only administer it if it has been prescribed by a doctor. All medication provided must have the prescription sticker attached which includes the child's name, the date, the type of medicine and the dosage.

A designated staff member will be responsible for administering medication or for witnessing self-administration by the child. The designated person will record receipt of the medication on a Medication Log and will check that the medication is properly labelled and will ensure that it is stored securely during the session.

## **Emergency Contacts**

You MUST ensure your emergency contact details are up to date on your online account. Please ensure there are more than one emergency contact to ensure we contact you as quickly as possible.

## **Child Protection Procedures (Safeguarding Children.)**

Jozone Kids Club Ltd believes that every child is entitled to a safe and happy environment. All adults associated with this organisation are committed to this statement. Anyone using the services of Jozone will also accept these principles. Where safeguarding concerns are raised, the advice of professional agencies will be sought with or without parent/carers permission.

## **Behaviour**

All children will be treated equally, fairly and consistently. We will praise all good behaviour and this will encourage all the children to act appropriately. Should inappropriate behaviour arise, it is made clear to the child that it is the behaviour that is not acceptable and not the child. Under no circumstances is physical punishment used. All serious incidents will be recorded and parents will be informed. Please refer to our behaviour policy for more details.

## **Clothing**

Whilst at Jozone Kids Club your child may get involved in messy activities, please provide your child with appropriate clothing to accommodate this.

### **Sun Hats and sun cream**

Please provide your child with a sun hat and sun cream during the warmer seasons. They will be expected to wear them for all outdoor play in hot, sunny weather.

### **Winter Clothing**

Please provide your child with a suitable coat and hat during the colder seasons. They will be expected to wear them for all outdoor play in cold weather.

## **Food and Drink**

We provide drinks and snacks each day for the children to share. These may include crackers, biscuits, fruit, French bread, sultanas, savories, crisps, raw vegetables and squash, milkshake or fruit juice. Water will be available as an alternative drink and drinking water will be made available at all times.

Breakfast can be purchased at our before school club for a small additional fee and we operate a tuck shop style system.

All food is prepared on site by staff that hold Food Hygiene Certificates.

You must ensure your child's dietary needs/allergies are up to date on their online profile so that we can make suitable provision. If there are any changes to your child's dietary needs/allergies please notify us as soon as possible.

## **The EYFS**

An Early Years Foundation Stage (EYFS) framework is in place in England which describes the curriculum a nursery, pre-school, childminder or reception class in a school, should be following. It describes what children should learn and what levels of development they can be expected to reach at certain ages and stages. Your nursery, school, pre-school or childminder should have this system in place to help you support your child's early learning.

The EYFS is based on principles of inclusion which means that Early Years providers oppose discrimination and prejudice and welcome all families and children. They provide care and education for a wide range of children in environments that enable children to feel safe and supported and which extend their learning and development. Throughout the EYFS stress is placed upon understanding each child and their family as unique, with different needs and concerns.

### **Key Person**

The Key Person is a named member of Staff assigned to an individual child to support his/her development in line with EYFS requirements if applicable and act as the key point of contact with that child's parent/carer. This is the *named* member of staff with whom a child has more contact with than other adults. The Key Person has special responsibilities for working with a small number of children.

The Key Person should help the child to become familiar with the provision and to feel confident and safe within it, developing a genuine bond with the child (and the child's parents) and offering a settled, close, professional relationship. The Key Person should meet the needs of each child in his/her care and respond sensitively to their feelings, ideas and behaviour, talking to parents to make sure that the child is being cared for appropriately for each family.

### **Partnership**

Jozone recognises that parents/carers play the fundamental role in a child's development, and this should be acknowledged as the basis for a partnership between the club and parents/carers. To achieve this, we believe that all family members should be treated as we would wish to be treated, with dignity and respect. We will ensure that family members know that the children's



safety and welfare is given first priority, and that each of them has the right to a courteous, caring and professionally competent service.

### **Complaints**

The Manager will generally be responsible for dealing with complaints. If the complaint is about the Manager, the registered person or other senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an Incident log and a Complaints log will be completed. Any complaints made will be dealt with in line with the Complaints Policy. A copy is available to parents upon request.

### **Smoking**

Jozone always operates a NO SMOKING POLICY.

### **Mobile Phones/Tablets etc.**

Jozone prohibits the use of personal mobile phones, tablets and recording equipment on site. With exception of club mobile phones which staff are permitted to use for business purposes.

### **Policies and Procedures**

All our policies and procedures are on display for parents to access. Alternatively, please request a copy if you require a specific policy.

### **Notices and Announcements**

Any notices and announcements are made via our Facebook page or you will receive an email.

***Jozone Facebook Page: <https://www.facebook.com/jozone.kidsclub/>***

Any changes to the running of any of the clubs (e.g. club closures due to weather) will be notified as soon as possible.

## Pledge to Parents/ Carers

We value our relationship with parents/carers and are committed to working in partnership with you to provide top quality play and care for your children. We will:

- Welcome you at all times to discuss our work, have a chat or to take part in our activities.
- Keep you informed of opening times fees and charges, programmes of activities and procedures.
- Be consistent and reliable to enable you to plan with confidence and peace of mind.
- Share and discuss your child's achievements, experiences, progress and friendships.
- Be available to discuss decisions about running the club.
- Ask your permission for outings and special events etc.
- Listen to your views and concerns to ensure that we continue to meet your needs.

*This booklet forms part of Jozone Kids Club Terms and Conditions.*

*By completing the registration process and joining Jozone Kids Club Ltd you and your child/ren are agreeing to abide by the Club's rules, policies and procedures which have been designed to ensure that all the children in our care are safe and protected at all times.*

We hope that you have found this information pack useful. If you have any further questions please ask a member of staff or contact us at head office.

