



Involving Parents and Carers Policy

This policy has been updated in light of the COVID pandemic.

Aim:

At **Venture Kids** we recognise the importance of working in partnership with parents and carers to ensure that every child is happy, healthy and safe whilst in our care.

We therefore aim to keep parents and carers fully informed of policies, events and activities at the Club, by sharing information with them, answering questions and addressing any concerns, and by encouraging them to participate in the life of the Club.

Procedure:

We do our best to keep parents informed about the Club by:

- **Updating them on all aspects of the operational elements of the business, in particular in relation to the necessary safety measures we have in place regarding COVID.**
- Inviting parents to enjoy a virtual tour of the premises in the absence of being able to attend in person.
- Directing parents to our website: **venturekidsbelfast.com** which outlines how the club operates, including all our policies, a little about us, photos of the children and outings and any latest news we wish to share.
- Making all of our policies available at the Club for parents to consult whenever they like.
- Using social media platforms such as Facebook to share daily/weekly activities.
- Produce a newsletter throughout the year to keep the parents informed of activities, updates and news.

We actively welcome parents and invite their input into the Club in the following ways:

- **By supporting Venture Kids in ensuring the children and premises remains COVID free.**
- We collect information from parents which will help their child to settle at the club (via the **Registration** form).
- We involve parents in settling their children in at the Club (in accordance with our **Child Induction** policy).
- We consult fully with parents to establish the care requirements for children with additional needs.
- We greet all parents when they arrive to collect their children, and exchange any relevant information (eg any accidents, participation in today's activities, etc).
- We can be contacted at all times, even out of Club hours, via telephone and email.
- We conduct an annual satisfaction survey of parents and children at the Club to gain regular feedback, and to improve the service provided.
- We encourage parents to volunteer, share specialist skills/knowledge, help on outings, etc.
- All of our staff wear uniforms so that children and parents can easily identify them.
- We obtain parental permission for outings, photographs, applying sun cream, etc.
- We can arrange for parental discussions with staff outside of Club hours if necessary.
- We respect parents' input and opinions by responding promptly and appropriately to any complaints, in line with our **Complaints** policy.

Reviewed by: Siobhan McIlwaine	Date: 9/7/20
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