



Unique Voice CIC
St Bonaventure's Business Centre
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Bishopston
Bristol
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Holiday Provision Family Contract

Who are Unique Voice?

We are a creative community organisation and we provide much needed out-of-school provision to families in Bristol and South Gloucestershire. We enable learning and growth in all aspects of children and young people's educational and emotional development.

The purpose of the contract: Unique Voice policies reflect our commitment to the health, safety and well-being of all programme participants and staff. This contract highlights elements of those policies and sets out our commitment to you and your young people and what we require of you as their parents / carers.

Our Commitment

- To aim to provide age appropriate, engaging and creative holiday programmes for the young people in our care
- To ensure that our highly skilled staff are recruited in line with our Safer Recruitment Policy with an acceptable Enhanced DBS Certificate
- To ensure that any staff member carrying out First Aid is suitably qualified to do so
- To carry out risk assessment of all venues and issue guidance to staff and parents
- To ensure that our staff are trained in Unique Voice policies, including (but not limited to) Safeguarding, Child Protection, Absence, Behaviour Management, Missing and Uncollected Child, Equality, Diversity & Inclusion and First Aid. Copies of the policies are available
- To provide nutritional pre-prepared lunches and snacks based on the information you have provided regarding dietary needs and allergies
- To provide you with contact telephone number for the Programme Leader
- To take a register at the start of each morning and afternoon session

About our programmes

- **What time is the programme?** Every programme runs on the advertised days between 10.00am and 2.00pm. (On the rare occasion this is not possible, e.g. due to Covid-19 restrictions, we will notify you and aim to give as much notice as possible.)
- **What will my child do?** We provide a variety of activities from games, arts and drama to help build on children's self esteem confidence and teamwork
- **What should they wear?** Comfortable clothing is best. You **MUST** provide your child with a sun hat
- **Is there anything I need to provide?** You should apply sunscreen before your child attends each day (see below for specific requirements) and provide them with a labelled bottle that can be applied at regular intervals.
- **Should they bring lunch?** As mentioned, lunch and a mid-morning snack is provided free of charge and your child will not be expected to leave the site during the lunch session. We operate a no nuts policy at every programme. Please specify any dietary requirements in your registration form
- **What about medication?** We can only administer preventative medication (e.g. asthma pumps) which should be labelled with the child's name and sent with them every day. Any additional medication should be administered by you outside the programme hours.
- **Who do I contact if I need to talk to someone about my child attending?** If you need to speak with someone before the start of the programme, please call the Unique Voice Office on 01174 286 240. Once you have received the Programme Leader's contact number you can use this, or call the office if you prefer.



Your Commitment

INFORMATION

- I will provide Unique Voice with all information regarding my child's medical, dietary (allergies) and educational needs, including details of any issues which may affect their mental health, mood or behaviour

ABSENCE

- I will notify the Programme Leader in advance of any planned absences e.g. for medical appointments or religious / cultural observance
- I will notify the Programme Leader **within one hour** of the start time if my child is not able to take part in the programme on a day they are due to attend (this should be done for each day your child is not able to attend)
- *Please note: If we are not notified by a parent/carer within the specified time that a child will be absent, we will put in place the procedures in our Absence Policy. There are circumstances, if we have not been able to establish the reason for absence where we may be left with no alternative but to report to external agencies. A copy of our Absence Policy is available on request.*

ILLNESS / SICKNESS

- I understand that Unique Voice cannot accept any child who is unwell or who has a serious infectious illness and, that if staff do not consider my child to be well enough to attend when they arrive for the morning session, I / their carer will be advised accordingly.
- I am aware that if they become ill during the course of the session, you will notify me / their emergency contact and request that they are taken home and do not return until they are well enough. I will make emergency provision for this should I not be available.
- I agree that if my child becomes seriously ill or is injured during the course of the programme, Unique Voice will follow its First Aid Policy and that medical attention may be sought
- I will not send my child to the programme if they have sickness and/or diarrhoea (or have suffered in the previous 48 hours) or are unable to eat
- I have read and understood the Unique Voice Covid-19 guidance and will comply with the requirements in it, and any subsequently issued by Unique Voice or the Government.
- I understand that Unique Voice can only administer preventative medicines (e.g. asthma inhalers) and if applicable this will be clearly labelled with my child's name.
- I will notify the Programme Leader if my child develops any of the following within 48 hours of attending: Diarrhoea and/or vomiting; infectious diseases e.g. chicken pox / German measles or any disease which may have serious consequences to a pregnant staff member; a positive test or any symptoms associated with Covid-19

SUN PROTECTION

- I will apply sunscreen (minimum SPF 15+) to my child's face, arms, ears, neck, legs, backs of hands and tops of feet, before they arrive at the setting.
- I will provide sunscreen (minimum SPF15+), labelled with my child's name, for staff to apply or oversee the application of, as required. I give my permission for this to take place.
- I will provide a suitable sun hat for my child to wear at the programme

COLLECTING YOUR CHILD

- **Collection on time:** You confirm that you or a named carer will collect your child at the agreed time at the end of the session. Unique Voice does not have access to the venue outside the advertised times and will be unable to keep a child on the premises outside those times.



- **Named carer:** You should identify persons who may collect your child in your absence on your registration form. Programme staff will release your child/children into the care of those named on your registration form or to those with your express permission without obtaining any additional consent from you.

We will contact you if:

A. A person that is not named on the registration form claims to have parental responsibility for your child and wishes to collect them from the programme.

IMPORTANT NOTE: Staff members will attempt to delay a child leaving but unless you have provided us with a Court Order to the contrary, Unique Voice is not legally allowed to deny access to anyone with parental responsibility. Please ensure that you make us aware of any issues of this nature which may arise and confirm that you have discussed this with others named on your registration form.

B. A person not named on the registration form (and does not have parental responsibility) says they have been asked to collect your child/children. In this situation, your child will not be released into their care without your permission.

- **Unfit State:** I am aware that Unique Voice staff will not release my child/ren into the care of any individual (including those with parental control) if they consider them to be under the influence of drugs, alcohol or illegal substance, or believe them to be a danger to the child. If such a situation arises and no alternative person is available to collect the child, the Local Authority and/or Police will be informed.

MOBILE PHONES, SOCIAL MEDIA & ONLINE SAFETY

- I am aware that children will not be allowed access to mobile phones during the course of the session and will be asked to leave them in their bags (at their own risk).
- I and my children will comply with Unique Voices's mobile phones and online safety rules and not take or share images of the setting or of children participating in the setting. I will inform any persons collecting my child/ren of the requirement. Full policy details available on request.

POSSESSIONS:

- I understand that neither the venue nor any Unique Voice staff can accept responsibility for my child's possessions or valuables whilst attending the setting.

ACCEPTANCE:

You confirm that you have read, understood and accept all of the above requirements of the Holiday Programme:

Parent / Carer Name: _____ Date:

Parent / Carer Signature: _____

SIGNED FOR UNIQUE VOICE: Krystal Keeley (Director)