

# Early Bloomers After School Club

## Involving Parents and Carers Policy

At Early Bloomers After School Club 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. Unfortunately, due to the Covid-19 pandemic, we will refrain from encouraging the parents/carers to personally visit the Club.

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

- Inviting parents and carers to a “Digital Tour” of the club before registration
- Giving all parents a copy of our **Parent Handbook**, which outlines how the club operates and includes contact details. We also give parents a copy of our **Behaviour Management** policy and, for EYFS children, information about the role of their child’s key person.
- Notifying the parents of their child’s key person when they start at the Club.
- Making all our policies in our website for parents to consult.
- Producing a regular newsletter to keep parents up to date with news, events, new staff, changes to fees, etc.
- Providing translations of our key policies and documents for parents who are non-English speakers, where possible and if required.

We actively welcome parents and carers to provide their input into the Club by:

- Collecting information from parents which will help their child to settle at the club (via the **Registration** and **Medical** forms and, for EYFS children, the **All About Me** booklet).
- 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
- We can be contacted at all times, even out of Club hours, via telephone and email (see our **Parent Handbook** for contact information).
- We conduct an annual satisfaction survey of parents and children at the Club to gain regular feedback and act upon it.
- We obtain parental permission for outings, photographs, applying sun cream, etc.
- All of our staff wear uniforms so that children and parents can easily identify them.

Unfortunately, due to the Covid-19 pandemic, we will not be able to:

- Involve parents in settling their children in at the Club (in accordance with our **Child Induction** policy)
- Encourage parents to volunteer, share specialist skills/knowledge, help on outings, etc.
- Exchange any relevant information (e.g. any accidents, participation in today’s activities, etc) at drop-off and collection times
- However, we welcome the arrangement of meetings for parental discussions with staff outside of Club hours, if necessary, by phone or via email.

We respect parents’ input and opinions by responding promptly and appropriately to any complaints, in line with our **Complaints policy**.

This policy was adopted by Early Bloomers After School Club on 12/09/2014	Review date: August 2020
To be reviewed: yearly and subject to changes in government guidelines	Signed: Mrs Talvinder Kaur