



# JHC Handbook

## Camper's Agreement

### Please Remember

- To try to be on time.
- To bring your water bottle. It is your responsibility not your grown-up.
- Show respect to your coaches, staff and your peers
- To show gratitude towards anyone that helps you or attempts to help you. A please or a thank you goes a long way.
- Mobile phones are not allowed during the session. If you are found using your phone it will be confiscated and handed back to you at the end of the day.
- You are responsible for your own possessions and respecting those of others.
- To respect the facilities and equipment being used.
- To inform an adult if/when you have an injury.
- Offensive, abusive or insulting remarks will not be tolerated towards anyone.
- To encourage your friends and peers when mistakes are made, negative feedback is not acceptable.
- Wear appropriate footwear, failure to wear appropriate footwear may result in you not being able to take part in certain activities.
- No jewellery is to be worn, apart from small studs.
- Enjoyment is the key to success and you should never lose sight of that.

## Parent Information

### Mobile Phone Use

JHC fosters a 'culture of safety' in which the children and staff are protected from abuse, harm, and distress. We therefore have a clear policy on the acceptable use of mobile phones that is understood and adhered to by everyone: staff, children and parents. Abiding by the terms of the JHC's mobile phone policy ensures that we all:

- Protect children from harm and abuse
- Prevent staff from being subject to false allegations
- Help staff remain focused on the care of children
- Work in an open and transparent environment.

### Children's use of Mobile Phones

Whilst we understand that some children have mobile phones, we actively discourage them from using their phones within the camp.

JHC does not accept any responsibility for loss or damage to mobile phones brought to the camp by the children.

Children must not use their mobile phone to take photographs of any kind whilst at the camp.

### Visitors' use of Mobile Phones

In the interest of safeguarding, we ask all parents and visitors not to use their phones or other mobile devices on camp premises. Taking of photographs by parents or visitors is strictly prohibited. On collection of children, we kindly ask parents not to use their phones at this time.

## Child Behaviour Policy

### Suspension / Exclusion

JHC acknowledges that some young people will require additional support in order to achieve acceptable levels of behaviour and we will always use behaviour management techniques to help in this process. Our aim is to work collaboratively with staff, parents and young people to tackle disruptive and challenging behaviour

### Suspension

Where we begin we are noticing adverse, persistent and challenging behaviour, that requires 1:1 support to manage, we may need to suspend your child temporarily, in order to discuss our concerns with parents/careers and review a way forward to encourage a more appropriate pattern of behaviour.

## Child Behaviour Policy cont.

### Exclusion

In exceptional circumstances, and only when all other attempts at behaviour management have failed, it may be necessary to permanently exclude a child from the setting.

Please be aware, we will only suspend or exclude a child from JHC as a last resort, when all other behaviour management strategies have failed or if we feel the child is at risk to themselves, other children or JHC staff members.

### Food and Drink

Parent/guardian to provide a healthy and balanced packed lunch, which can include a small carton/bottle of juice in addition to their water bottle. **Only** water is allowed in water bottles and children will have access to a refill facility throughout the day. We advise children **not** to share their lunch with their peers, due to allergy concerns.

Please note that fizzy drinks is not allowed at the camp.

Parents/guardians are required to notify Jaegar HC, of any special dietary requirements or allergies when they complete their online booking form. Please ensure that you update your customer account with any changes. This information will then filter through and be shared with Jaegar HC staff.

Jaegar HC have a strict 'No Nut' Policy at all times.

### Parking

Jaegar HC is located in a residential area and there is no parking available on site, so please be mindful if you are dropping your child off by car not to block entrances, cause disruption to the local community and children arriving on foot.

### Bikes & Scooters

We have space for bicycles and scooters on site, but responsibility for damage or loss will be with the owner.

### Late Collection

JHC endeavors to ensure that all children are collected by a parent or guardian at the end of each session. If a child is not collected, and the parent or guardian has *not* notified us of their delay, we will follow the procedure set out below:

#### Up to 15 minutes late

- When the parent/guardian arrives they will be reminded that they must call JHC to notify us that they are running late.

Late Collection cont.

- The parent/guardian will be informed that penalty fees will have to be charged (unless the delay was genuinely unavoidable).

#### Over 15 minutes late

- If a parent or guardian is more than 15 minutes late in collecting their child, the manager will try to contact them using the contact details on file.
- If there is no response from the parent/guardian, messages will be left requesting that they contact the JHC immediately. The manager will then try to contact the emergency contacts listed on the child's registration form.
- While waiting to be collected, the child will be supervised by a member of staff.
- When a parent or guardian arrives, they will be reminded that they must call JHC to notify us if they are running late and that penalty fees will have to be charged (except in exceptional circumstances).

#### Managing Persistent Lateness

JHC will record incidents of late collection and will discuss them with the child's parents/guardians. Parents and guardians will be reminded if they are persistently late; they may lose their place at the Camp.

#### Uncollected Children

- If JHC has been unable to contact the child's parents/guardians after 30 minutes, the manager will contact the local Multi-Agency Safeguarding Hub (MASH) for advice.
- The child will remain in the care of the JHC's staff, on the school premises if possible, until collected by the parent/guardian, or until placed in the care of the Social Care Team.
- Please refer to our [safeguarding policy](#) for further details.

#### Administering Medication Policy

If a child attending JHC requires medication of any kind, their parent or guardian must complete a permission to administer medicine form in advance. Staff at JHC will not administer any medication without such prior written consent.

Ideally medication should be taken before arriving at the camp. If this is not possible JHC will keep the medication safe until it is required.

JHC staff will **only** administer medication that has been prescribed by a doctor, dentist. All prescription medication provided must have the prescription sticker attached, which includes the child's full name, the type of medicine, dosage and must be in date.

## Procedure for Administering Medication

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, will check that the medication is properly labelled, and will ensure that it is stored securely during the session.

Before any medication is given, the designated person will:

- Check that the JHC has received written consent
- Take steps to check when the last dosage was given
- Ask another member of staff to witness that the correct dosage is given.

When the medication has been administered, the designated person must:

- Record all relevant details on the Record of Medication Given form
- Ask the child's parent or guardian to sign the form to acknowledge that the medication has been given.

When the medication is returned to the child's parent or guardian, the designated person will record this on the Medication Log.

If a child refuses to take their medication, staff will not force them to do so. The manager and the child's parent or guardian will be notified, and the incident recorded on the Record of Medication Given.

## Specialist Training

Certain medications require specialist training before use, e.g. Epi Pens. If a child requires such medication the manager will arrange appropriate training as soon as possible. It may be necessary to absent the child until such training has been undertaken. Where specialist training is required, only appropriately trained staff may administer the medication.

## Personal Possessions

Please do not allow your child to bring any toys, games or gadgets to the camp, as we will not be responsible for loss or damage.

## Emergency Evacuation/Closure Procedure

JHC will make every effort to keep the camp open, but in exceptional circumstances, we may need to close at short notice.

Possible reasons for emergency closure include:

- Serious weather conditions
- Heating system failure
- Burst water pipes
- Fire or bomb scare/explosion
- Death of a member of staff or child
- Assault on a staff member or child
- Serious accident or illness

## Emergency Evacuation/Closure Procedure Cont.

In the event of an emergency, our primary concern will be to ensure that both children and staff are kept safe. If it is necessary to evacuate the Club, the following steps will be taken:

- If appropriate, the manager or session supervisor will contact the emergency services.
- All children will be escorted from the building to the assembly point (The MUGA) using the nearest safe exit.
- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- A nominated member of staff will check the premises and will collect the register (including emergency contact details) providing that this does not put anyone at risk.
- Before leaving the building the nominated person will close all accessible doors and windows, if it is safe to do so.
- The register will be taken and all children and staff accounted for.
- If any person is missing from the register, the emergency services will be informed immediately.
- The manager will contact parents to collect their children. If the register is not available, the manager will use the emergency contacts list (which is kept off site).
- All children will be supervised until they are safely collected.
- If after every attempt, a child's parent or guardians cannot be contacted, JHC will follow its

If JHC has to close, even temporarily, or operate from alternative premises, as a result of an emergency, Ofsted will be notified.

Ofsted email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Telephone: 0300 123 1231 (general enquiries)

This policy was adopted by: <a href="#">Jaegar H C</a>	Date: 01/08/2025
To be reviewed: <a href="#">30/07/2026</a>	Signed: <a href="#">Diana Mitchell</a>