

Guidance for Colleagues Working at Holiday Schemes

Introduction

Hello and welcome to Extratime's holiday schemes!

As you know, Extratime is committed to inclusive, high-quality and affordable activities for children and young people (CYP) with and without additional needs. We offer a safe, fun environment and we concentrate on what can, rather than cannot, be done.

This document sets out key working arrangements for the holiday scheme, including additional measures we will have in place to keep everyone safe and minimise the risk of COVID-19 transmission.

It is important you understand our approach and your individual responsibilities. Please speak to your Venue Lead if you have any questions or comments. We want you to enjoy your time at the scheme and we will do what we can to support you.

Thank you for being a vital member of the Extratime team and for your commitment and enthusiasm!

Venue Details

You will find details of all scheme venues and venue leads at the end of this document.

Staff Sickness

Please **phone by 7.30am at the latest** if you can't come to work due to sickness/testing positive for COVID-19. The more time we have to cover your shift the better. Please **call 01273 420580** at any time (including evenings/weekend). If there is no answer please leave a message.

COVID-19 Information

This information is accurate at the time of writing, but we ask that you keep an eye out for emails and Facebook posts with any further updates from us. We will let you know of any changes as soon as we can.

Although national restrictions have been lifted, Extratime continues to have health and safety measures in place to minimise the risk of COVID-19 infection/transmission at all settings.

Symptoms of COVID-19 and Respiratory Infections

Please do not come to work if you have any of the following COVID-19 symptoms:

- **a high temperature** – this means you feel hot to touch on your chest or back or have a temperature above 37.8 degrees Celsius
- **a new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- **a loss of, or change in, your normal sense of taste or smell** (anosmia)

In addition to known COVID-19 symptoms, the latest government guidance advises people with symptoms of a respiratory infection and a high temperature to stay at home and avoid contact with other people. These symptoms include:

- a continuous cough
- high temperature, fever or chills
- shortness of breath
- unexplained tiredness, lack of energy
- muscle aches or pains that are not due to exercise
- not wanting to eat or not feeling hungry

- headache that is unusual or longer lasting than usual
- sore throat, stuffy or runny nose
- diarrhoea, feeling sick or being sick

Extratime colleagues with **one or more of these symptoms will** be able to **continue working (if they otherwise feel well enough)** if they have a **negative LFD test**. Test kits will be provided to colleagues at the venue for as long as Extratime has stock available. Extratime must be informed of a positive test result immediately.

Please contact us if you have any of these symptoms and we will discuss the appropriate action to take. You can also find more information here: [Guidance for people with symptoms of a respiratory infection including COVID-19, or a positive test result for COVID-19.](#)

Confirmed Cases of COVID-19

- Please inform us immediately if you test positive for COVID-19 (positive LFD or PCR test result). We will follow up with staff and families as soon as possible and advise of any action to be taken.
- Any **adult** who tests positive for COVID-19 must not come to Extratime for the **5 days** after the day they took the test. They are strongly advised to stay at home and avoid contact with people.
- Any **child or young person** who tests positive for COVID-19 must not come to Extratime for the **3 days** after the day they took the test. They are strongly advised to stay at home and avoid contact with people.
- The individual and their contacts should follow government guidance: [Guidance for people with symptoms of a respiratory infection including COVID-19, or a positive test result for COVID-19.](#)

Close Contacts of Confirmed Cases of COVID-19

To reduce the risk of transmission, close contacts of positive cases should:

- Avoid contact with people at high increased risk of severe illness from COVID-19, such as people with pre-existing medical conditions
- Take extra care in practising social distancing and good hygiene
- Watch out for symptoms and notify Extratime if they develop within the 10 day infectious period. Individuals with symptoms should try to stay at home and avoid contact with other people until they feel well enough to resume normal activities and they no longer have a high temperature (if they have one)

Extratime colleagues who are close contacts of positive cases may be asked to wear a surgical face mask when working at Extratime if they are not able to take daily LFD tests for 7 days following contact.

Managing a Suspected or Confirmed Case of COVID-19

We have robust procedures in place to respond, manage and contain infection in the event of a suspected or confirmed case of COVID-19.

Anyone showing symptoms while at Extratime will be safely isolated and arrangements made for them to go home. Refer to [*Managing a Suspected or Confirmed Case of COVID-19 at Extratime*](#) for full details.

Extratime will advise staff and parent carers of any positive cases and action they need to take as soon as possible.

Staff Team

Our staff will be able to work at more than one Extratime setting. This means staff from one setting will be able to cover staff absence at another scheme.

Hygiene Measures

- Staff, children and young people wash hands at regular intervals during the session
- Hand sanitiser is available
- Good respiratory hygiene, promoting the 'catch it, bin it, kill it' approach is in place

Activities

We have a fun packed programme of activities including outside activities, games, arts and crafts, music and workshops.

Venues are well ventilated, we use the outside space as much as possible and minimise the use of shared resources.

PPE

Full PPE (gloves, apron, disposable face mask and goggles/visor) must be used when supporting a CYP with COVID-19 symptoms. At other times the PPE protocols below are to be followed throughout the session:

- **Surgical Type II face masks:** All staff to wear a surgical face mask:
 - When in close contact with a child, young person, adult (e.g. during toileting/personal care, supporting a child or young person with eating/drinking, administering medication/gastrostomy, supporting challenging behaviour)
 - When in contact with a child, young person, adult in enclosed spaces (e.g. small rooms/spaces, rooms/spaces without ventilation)
 - When there is a higher risk of bodily fluids transmission (e.g. child, young person known to spit)
 - When identified as part of a child or young person's care plan in their Needs & Risk Assessment
 - If required as part of a venue or Extratime's Coronavirus (COVID-19) risk assessment
- **Gloves** to be worn/changed: before and after eating and handling food, providing personal care, using bathroom facilities, providing toilet/changing support, if there is a risk of bodily fluids transmission (e.g. dribbling), cleaning.
- **Aprons:** to be used before and after eating and handling food, personal care, providing toilet/changing support, working with CYP where bodily fluids present (e.g. dribbling etc), cleaning.
- Staff can choose to wear PPE, including visors/goggles, at other times.

Toilets & Personal Care

- CYP who need support with personal care will continue to be supported by two staff members. Staff members to minimise the risk of transmission by:
 - Being 'bare below the elbow' as much as possible, e.g. rolling long sleeves to the elbow
 - Washing hands/wrists/forearms before/after supporting CYP
 - Wearing PPE
 - Maintaining physical distance as much as possible
- Hand sanitiser will be available at all toilets.
- Where possible/appropriate, ventilation will be increased by fixing doors open.
- Areas touched by staff/CYP cleaned after each use (taps, flush handle, toilet seat, soap dispenser etc); appropriate cleaning products available for staff members in venues.

Medication & Gastrostomy Feed

- All staff **must familiarise themselves with their allocated CYP's medication/gastrostomy requirements before the start of the session.**
- If your allocated CYP has medication/gastrostomy feed administered at scheme it is **your responsibility to check they have everything needed before their parent carer leaves.** Refer to *Protocol for Administering Medication & Gastrostomy Feeds* at the end of this document for

more information.

- **If the parent carer requests that a CYP is given other medication that we have not been notified of previously, they MUST complete and sign a new Medication Form before leaving.** Politely ask them to wait while this is organised.
- Ask for support from your Venue Lead if needed.

Food Hygiene

- CYP and staff will bring their own snacks, lunch and water bottle to scheme.
- CYP and staff to use and keep apart their own drink and food containers.
- CYP and staff must wash their hands before and after eating/handling food.
- Staff should use additional PPE/cleaning measures if supporting CYP with eating/drinking (gloves/apron).
- Cookery and food preparation will be in line with the 'Food Handling in Settings' risks assessment.

Lone Working

- Venue Leads will be aware of and support staff working alone with CYP.
- Staff will have walkie-talkies.

Health and Safety

Health and Safety is everyone's responsibility. All staff and volunteers will:

- Comply with our safety policy, risk assessments and safe systems of work
- Co-operate with management and follow instructions
- Use the appropriate equipment, tools and materials as instructed and not misuse them
- Ensure that appropriate safety measures are taken when using portable equipment, tools and materials
- Not interfere with or misuse anything provided for them in the interests of health, safety and welfare
- Keep work and play equipment and PPE in good condition and report defects
- Wear appropriate clothing, footwear and PPE conducive to the work
- Take all reasonable steps to ensure the safety of themselves and others
- Avoid improvised arrangements and suggest safe ways of reducing risks
- Raise any health and safety concerns with their Manager
- Report any accident, dangerous occurrence or condition to their Manager
- Report immediately any defective equipment to their Manager and not use it until repaired
- Inform their Manager if they suffer from any allergy, health problem or are taking medication likely to affect their work ability to do manual handling tasks

Any breach of these requirements may result in disciplinary action being taken. Staff taking reasonable action to safeguard the health, safety and welfare of themselves and others will not result in any form of disciplinary action.

Reporting & Record Keeping Protocol

In accordance with Extratime's Safeguarding and Health & Safety policies:

- Health and Safety checks will be completed each day.
- Any incidents, accidents or near misses must be recorded and reported as set out in Extratime's Accident, Incident & Near Miss Reporting Procedure.
- Any safeguarding concerns should be reported to the Venue Lead immediately – DO NOT wait until the end of the session.
- Staff must ensure all personal care, gastrostomy support and medications administered to their allocated CYP are recorded on the allocations document.

Complaints Procedure

We have a Complaints Policy, a copy of which is available in every Extratime setting. If you receive a complaint from a child, young person, a parent carer or anyone else, it is important that you record and report it to your Venue Lead straight away. The Venue Lead will report it directly to Sam Price, who will investigate the matter and respond to the complainant.

Your Wellbeing

We want everyone working at Extratime's schemes and clubs to have an enjoyable and rewarding experience; supporting your wellbeing is an important part of this.

We have processes in place to support you at scheme and encourage you to make use of these – for example, asking your Venue Lead or experienced colleagues for help/advice and using Debrief Meetings as an opportunity to reflect and talk about highlights and challenges from the day.

We recognise that there may be times you need to talk about something more sensitive or private. As well as your manager, you can approach other members of the Extratime team for advice and support.

All staff and volunteers can also access a **free, confidential telephone counselling service**. This is open 24 hours a day and can offer support across a wide range of areas. You can access the service by calling 0333 000 2082. This service is completely confidential and no information is shared with Extratime.

Session Structure

Roles & Responsibilities

Venue Lead:

- Has overall accountability for the scheme.
- Point of contact for Extratime Office team and parent carers.

What we ask from you:

- You are responsible for the care and support of the individual CYP you are allocated to.
- You must follow Extratime's working practices, policies and procedures.
- It is your responsibility to let us know if there is something you are unsure of or need help with.
- Please wear an Extratime t-shirt each day (let us know if you need more) and other appropriate clothing, ensuring they are clean every day you are working. We recommend you bring a change of clothes for hygiene reasons/if you get wet.
- Bring a coat/warm clothing - you will be outside and windows/doors will be open when inside.
- For safety and hygiene reasons, please keep long back tied back and remove jewellery.
- You must not carry your phone on you/have it in the areas used by the CYP during the session.
- Smoking (including e-cigarettes) is not allowed on the site or while you are wearing your Extratime t-shirt. If you smoke you must keep cigarettes/tobacco/vapes out of sight of the CYP at scheme.

8:00am: Team arrive

- It is essential that you are on time. If you are running late, please inform the Venue Lead on the scheme mobile number (at the end of this document) or the Extratime office (01273 420580).
- Please immediately wash your hands for at least 20 seconds on arrival. Use elbows/covered hands to open doors until you have done this to minimise cross contamination.
- Designated Staff Rooms can be used for bags/coats/phones.
- Remember to **turn off contact tracing on the NHS Covid app** when at work.

The Venue Lead will:

- Manage the staff sign-in process and prepare jobs for the team (e.g. room set up, cleaning, checking stock of PPE).
- Ensure the Health & Safety Checklist is completed.
- Check/follow up on phone messages.

8.15am: Staff briefing led by Venue Lead

- Team introductions (any changes to the staff team).
- Information sharing on CYP and allocations.
- Reminder of health & safety measures and safe working arrangements.
- All staff to familiarise themselves with needs and risk assessment of allocated CYP (e.g. personal care needs, allergies, medication/gastrostomy requirements etc).

8.45am: CYP Arrive

- The Venue Lead (or nominated person) will greet CYP and their parent carer, sign them in on the register and contact their allocated worker to come and meet them.
- Have a brief, socially distanced handover discussion with the parent carer, focusing on how their CYP is that day. Remember to be positive, friendly and confident, and maintain confidentiality around personal or sensitive information (e.g. any behaviour or medical issues).
- **IMPORTANT: If your allocated CYP has medication/gastrostomy feed administered at scheme it is your responsibility to check they have everything needed before their parent carer leaves. Refer to Protocol for Administering Medication & Gastrostomy Feeds at the end of this document for more information.**
- **If the parent carer requests that a CYP is given other medication that we have not been notified of previously, they MUST complete and sign a new Medication Form before leaving. Politely ask them to wait while this is organised.**
- Staff should immediately take their CYP to wash their hands or use hand sanitiser/antibacterial wipes if appropriate.

Morning Session:

- CYP choose their activities, supervised by their allocated staff member(s).
- The Venue Lead will ensure all staff are supported throughout the session, e.g. organising double cover/change of face where needed, supporting breaks etc.

Snacks and lunch:

- Staff must follow food hygiene and PPE arrangements as outlined in this document.

Staff breaks:

- We will do our best to ensure you have a morning/afternoon tea break in a designated space
- You will be told when to take your 30 minute lunch break; please do not go for lunch unless you have been told to and return from lunch on time.
- Hot drinks and snacks/lunch should only be consumed in the Staff Rooms or outside.
- Smoking (including e-cigarettes) is not allowed on the site or while you are wearing your Extratime t-shirt. If you smoke you must keep cigarettes/tobacco/vapes out of sight of the children and young people at scheme.

Lunch Time

- Please see arrangements for snack time.
- **Handovers:** Where handovers takes place (e.g. change of staff allocation, staff/CYP working alone, covering staff breaks), it is vital that information is passed from one staff member to the other, e.g. belongings, medicines, changes, activities, wellbeing, incidents. **It is the responsibility of the person taking over to ensure they receive a full handover.**

Afternoon Session

Follows the same pattern as the morning; CYP choose their activities, supervised by their allocated staff member(s). The afternoon session includes snack time – the same arrangements will be used as in the morning.

3.30pm or 5.30pm: Home Time

- Staff to gather CYP's belongings (check for meds/gastro equipment etc) and ensure any paperwork and the Communication Sheet is completed so they are ready to leave on time.
- Have a brief handover discussion with the parent carers, focusing on how their CYP's session has been. Remember to be positive, friendly and confident, and maintain confidentiality around personal or sensitive information (e.g. any behaviour or medical issues). They want to know that you have enjoyed spending time with their CYP so don't forget to say this.

5.30 - 6pm: Cleaning & Debrief Meeting

Venue Leads will co-ordinate cleaning responsibilities as appropriate.

Debrief Meeting: This is an important opportunity to reflect and talk about highlights or issues. The Venue Lead/Deputy will lead the meeting and notes will be made using the Debrief Record, detailing the main discussion points. This will include key points for each CYP (including any accident, incidents and near misses) and whether any safeguarding / H&S / COVID-19 related concerns have been raised.

IMPORTANT: Important issues, incidents and worries must be discussed with the Venue Lead as soon as they arise (e.g. safeguarding, health and safety, behaviour concerns, damage to venue property/resources). PLEASE DO NOT WAIT UNTIL DEBRIEF.

Protocol for Administering Medication & Gastrostomy Feeds

In order to keep everyone safe the following protocol must be adhered to when administering medication and/or gastrostomy feeds to CYP at Extratime:

Before scheme:

- The CYP's individual Needs & Risk Assessment must fully detail all meds/gastro support needs
- A signed and dated copy of the CYP's most recent meds/gastro/feeding plan must be attached to their scheme/club paperwork and saved in their electronic folder
- If there are any changes ahead of/during scheme the parent carer must complete a new Medication Form – updated written plans will then be requested

During club/scheme:

1. When the CYP arrives and before the parent carer leaves, the CYP's allocated worker and/or Venue Lead/Deputy Venue Lead must check the CYP has all their meds/ gastro feed and equipment (syringes/dosing equipment, expiry date etc)
2. All items must be logged individually on the Additional Info Sheet. This ensures there is an accurate record of what has been brought in with the CYP and the parent carer can be spoken to straight away if things are missing (e.g. not enough feed)
3. All meds/feed should be clearly labelled with the CYP's name and dosage details – if the parent carer hasn't done this please politely remind them to do so in future and add labels to what has been brought in that day

4. Remember to check storage instructions for meds/feed (e.g. what needs to be kept in fridge)
5. All meds/feed should be securely stored in areas not accessible to CYP

Administering medication/gastrostomy feed:

1. The person administering the medication/feed must review the CYP's meds/gastro/feeding plan before starting to ensure they clearly understand and are able to follow their protocol
2. Check the medication/feed (e.g. the CYP's name is on it, expiry date etc)
3. Ensure any equipment is clean and in working order (syringes, tubing, pump etc)
4. Before administering the medication/feed another member of staff must check the dosage is correct
5. Ensure any equipment is properly cleaned and safely stored after used
6. Details of all meds/gastrostomy feed given at Extratime must be recorded on the CYP's Communication Sheet and the venue's Medication & Gastrostomy Log
7. Ensure all equipment and unused meds/gastrostomy feed is taken home with the CYP and signed out on the Additional Info Sheet