

GLASGOW YWCA

AFTER SCHOOL CARE HOW TO USE YOUR CLUB

OPENING TIMES:-

TERM TIME: - 3.00 – 6.00PM

INFANT COVER: - 12.00 – 6.00PM

Registration: -

Registration forms can be obtained from the relevant after school care or by contacting Glasgow YWCA's offices at 3 Newton Terrace G3 7PJ
Tel – 0141 248 5338.

These forms must contain up to date Telephone numbers and names of persons authorised to pick up your child, if a person comes to collect your child and they are not named on the registration form then they will not be permitted to take your child. If your child is not fully registered before intended start date they can not be accommodated in the club.

Fees: -

There is a Registration fee of £25.50 which is payable every year and fees should be paid in advance, no monies shall be taken within the after school care. (Please find attached a copy of our pricing list).

Please note: - If you book a place for your child and you do not attend you will still be charged for that place.

Emergency Bookings: -

If you require your child to attend on a day that you do not normally use you must contact the after school care in advance either by person or calling and if unavailable ensure that you leave a message for them to contact you as soon as possible. Extra sessions must be paid for either in advance or at the time of arranging by cheque on the day of the extra session.

Changes in Contract: -

If you are changing your contract from the initial registration then you must inform the after school care straight away and a new registration form must be completed. It is your responsibility to keep us informed of any significant changes that need to be made.

Termination of Contract: -

If you wish to cancel your child's place you must give 4 weeks period of notice in writing to the after school care and all fees must be paid up to date.

Attendance

You should notify the after school care as soon as possible if your child will not be attending the club on the day that they would normally be in by either calling the office before 2.30pm or leaving a message on the club answer machine. (Telephone numbers on last page)

Late Collections: -

If you are going to be late collecting your child then please telephone the after school care where possible and inform the staff. Staff will inform your child if they seem to be getting upset that they have not been collected. If you are not at the club by 6:15 pm then you will incur a £25.50 late fee which should be paid for by cheque. If later than 6.15pm your child will be taken to 3 Newton Terrace and Social Work Standby will be contacted.

Children's Behaviour: -

The after school care has a children's charter which all children are expected to read and sign (or parents will read to them). All children are expected to treat each other and staff with respect. Any unacceptable behaviour will be dealt with by putting the child on time out for 10 minutes to reflect on their behaviour, staff will ensure that the child is aware of why they have been placed on a time out and that it is not acceptable to behave that way. An incident form may also be completed and shown to the parents to sign. More serious acts of 'unacceptable behaviour' will be dealt with on an individual basis, if this is ongoing unacceptable behaviour contracts will be drawn up with your child to monitor the situation. We have a promoting positive behaviour policy within all our after school cares.

Loss of Property: -

The after school care is not responsible for any loss or damage to children's personal belongings it is therefore advised that children do not bring any personal effects into the after school care.

Policies & Procedures: -

All information on policies and procedures are held within the after school care i.e. child protection, health & safety etc. if you wish a copy of these then contact a member of staff .

Administration of Medication: -

If your child requires any medication whilst they are at the after school care then you must complete a medication form. Medication must be clearly marked and in the original packaging and prescribed by the doctor. Staff will not be permitted to administer medication to your child without written consent from a parent.

School Activities: -

There are a number of clubs that run after school hours which the school itself provide, if your child is going to attend any of these clubs you must inform the after school care of the days and times that they are running. As the after school care service is not responsible of the child when they are attending any clubs provided by the school. They will then become our responsibility when they report to the after school care.

Customer Comments: -

There are compliment/complaint slips available at the after school care please feel free to take one at any time and post them in the comments box within the after school care, as your input is very welcome.

Our Club: -

After school care is registered with the Care Commission and complies with the National Care Standards and the Scottish Social Services Council and is operating within the guidelines and policies set down to us by Glasgow City Council.

All staff are fully vetted and either hold or are working towards a recognised qualification stipulated by the Care Commission guidelines. Staff qualifications are also available to parent/carers to look at, please ask a senior member of staff if you wish to look at them.

Important Telephone Numbers: -

Anderson After School Care
3 Port Street
Glasgow
G3 8HY
Tel: - 07751721816

Garnetbank After School Care
267 Renfrew Street
Glasgow
G3 6TX
Tel: - 0141 353 3193

Kelvindale After School Care
11 Dorchester Place
Glasgow
G12 0BP
Tel: - 0141 334 5010

Glasgow YWCA
3 Newton Terrace
Glasgow
G3 7PJ
Tel: - 0141 248 5338