

3.18 Working with Children Policy

The Shearwater Hotel is committed to child safety and friendly workplace practices to keep both children and young people free from harm but also to protect employees operating and working safely in an environment with children.

Training, supervision and support is provided for employees and systems are established for dealing with problems and complaints.

Rules for those working with children and young people;

- 1) There must always be a minimum of two employees in the playroom/kids club
- 2) There must always be a minimum of two employees on any outing or trip organised and run by the hotel for children
- 3) Parents should be openly encouraged to assist in supervision on such outings and all children under the age of ten years must be accompanied by an adult on any outing or trip
- 4) Any child that displays inappropriate behaviour should be removed from the kids club or activity area by the parent or guardian of the child
- 5) You should never kiss any child as this is inappropriate
- 6) You should never hug any child as this is inappropriate
- 7) You should always avoid personal physical contact with all children. Any necessary personal contact should be carried out only if the parent or guardian of the child is present and agrees to oversee same
- 8) Each employee should monitor as much as possible his/her fellow team members in the context mentioned above
- 9) You should make yourself aware of where there is mobile coverage in the kids club room and the rest of the hotel and use same as a monitoring system for your protection where necessary and where applicable
- 10) You must never accompany a child into the toilet. You may (only if necessary) under the supervision of another member of staff help the child to the toilet
- 11) Under certain circumstances it may be necessary to help the child de-robe. The door of the toilet should be left ajar and the process should be over-seen by another staff member. It is however preferable to allow the child to de-robe as much as possible on their own or with the aid of an older sibling.

Controlled Areas

During fully supervised activities i.e kids club the following rules apply;

- Child must be collected by their parent /guardians listed on the sign in sheet
- No child is to be collected and leave the kids club unless you are completely satisfied that the correct person is collecting the child
- All activities run by the kids club should be denoted 'supervised activity'

General Rules when Working with Children/Young People

- 1) All children are treated with respect
- 2) Children always have the right to be heard and taken seriously
- 3) You must never raise your voice (except to make yourself heard) to a child, as this is inappropriate
- 4) If you are having difficulty controlling any child/children and all reasonable processes have been exhausted, you must refer the matter to your supervisor/manager
- 5) If any activity is taking place in the pool and requires the children to use the changing rooms to undress, no employee should enter the changing room at this time. We do not provide a supervised changing process

Mascots/Character Costumes

If an employee is required to dress up as a mascot or in a costume the following rules apply;

- 1) The mascot should be accompanied by at least one other employee at all times
- 2) Hugging and contact with children should only take place in public areas and under supervision of the child's parent/guardian