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# DUKES MEADOWS

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## **Dukes Meadows Golf, Tennis & Ski Policy Supervision of Children Policy 2023**

The safety of children is of paramount concern to Dukes Meadows Golf, Tennis & Ski. Generally, persons picking up children must be at least 18 years of age and bring a valid photo identification. In exceptional circumstances, and only with the parent/guardian's written consent, a younger individual may be permitted to pick up a child.

When children are being picked up from the Centre, staff will ensure that the person doing the pickup is authorized to do so and does not appear to be unwell or intoxicated. Additionally, if parent(s)/caregiver(s) arrive late to pick up their child(ren), late pickup procedures will be applied due to safety concerns.

### **Pickup by an unknown person**

If the person picking up the child is not known to a staff member or the child, the staff person will consult with other staff members to determine if any other staff knows whether or not this individual is authorized to pick up the child. If still unfamiliar to staff present, the child's file will be checked for the individual's name, and photo identification will be required. If the unknown person is not authorized to pick up the child, the parent must be contacted for permission. Should the parent(s) be unavailable, the child cannot be permitted to leave with the unauthorized individual. If an attempt is made to take the child or if the individual does leave with the child, staff will contact 999 (police) with the following information:

- the appearance of the person
- the appearance of their car (if driving)
- the direction they left
- the appearance of the child

### **Pickup by a person who appears unwell**

If a parent/authorized person appears to staff to be unwell/intoxicated when they arrive to pick up a child and staff is concerned for the safety of the child, staff will suggest that the parent/ authorized person not leave with the child. Staff can offer to call a cab or call another authorized contact person to assist. The Supervisor/designate will be involved to deal with this situation. Should the unwell/intoxicated person agree to a cab when the centre is closing, a staff person will remain with the parent/authorized person until the cab has arrived.

If the unwell person insists on leaving the centre with the child, staff cannot prevent the parent/authorized person from taking their child. In the event that safety concerns for the child are present, staff should call the police on 999 with the following information:

- location
- time of incident
- people involved/staff on duty
- your concern and details about the conversation
- any other relevant information
- your name and position

If the unwell/intoxicated person is driving the child and staff is concerned, staff should make note of the car, license number and probable destination, then call the police on 999. Staff should make a note in the child's file of any persons contacted.

### **Late child pickup procedure**

If the parent/guardian is aware that they are going to be late, they should call the Centre to advise staff of this and of their plan to pick up their child/ren.

### **When the parent/guardian is late:**

1. Contact the parent/guardian at the numbers on the child's file card
2. If contact with parent/guardian is not established, call the emergency contact(s) on the child's file card and make arrangements for the child to be picked up.
3. Contact the Supervisor/designate.
4. In the event that the parents/guardians/emergency contact(s) are not available; if a child remains uncollected, safeguarding processes will be started and a referral will be made to social services and to the police. Under no circumstances is the staff to remove the children from the Centre. Further attempts to contact parents to advise them of this will be made by venue staff.
5. If the parent/guardian is repetitively late, staff will notify the Supervisor/designate who will meet with the parents/guardians regarding the situation.

High levels of unauthorised absences or poor punctuality can result in a referral to the Local Authority Welfare Services or other agencies which have a duty to investigate further and could result in legal action being taken against the parent/ guardian/ caregiver(s).

This policy will be reviewed with all staff annually and the staff will demonstrate they have read and understood the policy.