

Health and Safety Protocol¹

The Clown Club

¹September 2019

1. Introduction

Before you is the Health and Safety Protocol for The Clown Club. This protocol will help you gain a better understanding how we work in our day care centre. Our aim being to create a safe work, play and living environment where children and employees are protected from risk of serious injury and can learn to handle minor risky situations. This protocol is effective from the 1st of January 2018. There were several discussions held with the employees over the various topics in order to create this protocol. The focus is on how they provide an environment which is as healthy and safe as possible. When necessary, there will be measures made for improvement.

Karin de Mooij and Pieter van der Drift are ultimately responsible for this Health and Safety Protocol. In practice, however, a policy only comes into its own when all the employees feel involved and implement the plan. That is why every quarter, during the team meeting, a theme or part of a theme, in regard to Health and Safety will be on the agenda. This is in order to keep this policy constantly in discussion. This also helps us to stay focused on our working methods. As well as helping us to monitor whether or not the measures taken are effective and we can immediately check whether or not the policy should be tightened up in regard to cases of changes in the environment or situation, such as renovations of the building.

There are attachments mentioned in this in this protocol, you can find these in the office for review.

Safety

The Clown Club has drawn up a number of **house rules (The Clown Club House Rules)** to minimize risks to safety. Compliance with the “**Outside Play Protocol**”, including the “**UV Protocol**” and the “**Protocol for Purchasing Toys**” is important for safety. To keep the safety risks as small as possible, employees should behave adequately and appropriately. This regulation and protocol must be followed by all employees.

Health

A young child’s immune system is still in development and therefore they are a vulnerable group. Their health is at risk from:

1. Transferred germs,
2. The indoor environment,
3. The outside environment,
4. Medical treatment or the lack thereof.

These health risks are outlined in more detail in the Health protocol. This protocol describes, in addition to background information on health risks, the work method that all employees of The Clown Club should adhere to. All employees of The Clown Club must comply with this protocol.

2. Mission and Vision

Vision

The Clown Club is passionate about providing child care which contributes to the development, education and care of children. Continuing to challenge children and helping them to learning how to deal with different types of situations is an important aspect of this. Providing healthy and safe environments in all areas is fundamental.

Goal

The Innovation in Quality of Childcare Act (IKK) requires all centres to create a Health and Safety Policy that all employees must adhere to. The most important points of notice in creating this policy are:

1. Awareness of potential risks,
2. Carrying out a good policy concerning major risks,
3. Open discussions with each other and external professionals.

The aim of this is to create a healthy and safe, carefree environment where children can play and develop optimally.

3. Major Risks

In this chapter we will describe the primary, major risks that may lead to serious accidents, incidents or health problems within our location. We have divided the risks into three categories; physical safety, social safety and health. We have identified the most important risks in each category and the measures that have been or are being carried out to reduce the risk to its minimum. For the other risks, which we have also identified, we refer you to Appendix 1 where you will find a list, per group, of the risk inventory assessment which was carried out in July.

Physical Safety

In regard to physical safety, we have defined the following as major risks:

- Falling
- Stumbling
- Slipping
- Bumping
- Collisions
- Choking
- Insect bites
- Poisoning
- Cot death
- Burns. Measures carried out: no water kettles are in the group; hot drinks may only be in a closed cup. Children also run the risk of sunburns, for these measures we refer you to the "Outside Play Policy".
- Drowning. There are no built-in swimming pools at The Clown Club. During warm weather water is played with. The splashing pools are set up and shallowly filled with water. Sprinklers are also used. There is always supervision during this play.

For all remaining measures, we refer you to our “Safety Protocol”. There you will not only find the general rules and agreements but also the methods and measures implemented in each group.

Social Safety

With regard to social safety, we have defined the following as major risks:

- Undesirable behaviour
- Child abuse
- Missing persons.

For the implemented measures, we refer you to the protocol for “Child Abuse and Domestic Violence” and for “Missing Children”.

Health

We have defined the following as major risks with regard to health:

- Gastroenteritis (i.e. diarrhoea due to unhygienic cleaning practices while changing diapers/cross-contamination)
- Infections or food poisoning
- As a result of or the absence of medical treatment; see protocol “Medical Handling”
- Skin infections (i.e. impetigo)
- Respiratory infections (i.e. RS virus)

We prevent the spread of and contamination from these health risks in the following ways:

Spreading through the air:

- Ventilating and airing the classroom and following the coughing guidelines.

Spreading by hand contact:

- Applying appropriate hand hygiene at the correct times and following the correct method
- Applying appropriate personal hygiene in regard to clothing, nails, jewellery and gloves

Spreading through food and water:

- Applying appropriate food and water hygiene and safety

Spreading on surfaces (toys):

- Good and regular cleaning

Every group has a cleaning rotation schedule which lists what needs to be clean on which days during the week so that everything is cleaned weekly. There are also hygiene notices and guidelines in every group.

The Health Department (GGD) provides guidelines concerning whether or not children may attend day care due to illness and we adhere to them. We also answer any questions parents may have.

4. Dealing with small risks

Our mission to provide care for children which is as healthy and safe as possible. We strive to prevent accidents or illness do to, for example, unclean or inadequate toys. But when you over protect children you are also not helping them. That is why we work to protect the children from major risks. Bumps and abrasion or similar injuries, can happen and in fact there is also a positive side to them:

- It positively influences motor skill development
- It increases self-confidence, self-reliance and perseveration
- It increases social skill development

This is why we accept only risks which may result in minor consequences for the children and in which they are able to learn how to deal with appropriately. In order to keep risky play situations as safe as possible, children should comply with various rules during game and activity situations. In addition, there are guidelines on how to deal with toys and tools in order to prevent injury caused by improper use.

In order to limit health risks and encourage children to help, good rules are necessary. Examples of rules are that children are to wash their hands after going to the toilet or covering their mouths for a cough or sneeze. The children are also taught that they are not to play in the waste baskets but are allowed to throw away their own diapers.

A more detailed list of rules and agreements that are in place can be found in the risk inventory assessment. These rules can also be found in the "Safety" protocol. These agreements are regularly discussed and repeated with the children. These can be discussed and reinforced during activities or games, a toilet/diaper round or when children and employees have a cold.

5. Risk Inventory and Assessment

We carried out a health and safety risk assessment in the period from 15-07-2019 through 16-08-2019. On the basis of this assessment we have been able to map out the areas of risks within our facility. The major risks have been outlined in section 3. The results of this risk inventory and assessment may be found in the appendix as well as the resulting plan of action.

6. Explanation of Chosen Themes

Inappropriate behaviour by adults or children can have a huge impact on the well-being of the affected child. This theme has therefore our undivided attention. We have made the following procedures to prevent inappropriate behaviour in our centre and what to do if it occurs:

- This topic is regularly discussed during group to help create an open culture where employees feel comfortable discussing this subject with each other.
- We follow and comply with the reporting code for Domestic Violence and Child Abuse.

- In our pedagogical policy we have outlined that children are to be taught how to deal with each other while respecting norms and values of themselves and others. In this way children learn what is and is not acceptable and which behaviours are appropriate and which are not.
- Additionally, we teach the children that it is important that they let us know immediately if they experience inappropriate behaviour. We help them to become more empowered at times when it is necessary.

The following measures are taken to prevent inappropriate behaviour:

- All employees are included in the national personal register and are continuously screened.
- We follow a four-eyes policy on every child policy.
- Employees know this four-eyes policy and respect it.
- Employees make sure to flag to each other when the four-eyes policy is not being followed.
- We have clear guidelines on how to deal with children who mistreat others.
- Employees know how to act if a child mistreats another child.
- We have a reporting code for what to do if employees suspect domestic violence and child abuse.
- Employees know this code and how to apply it if there is a suspicion of child abuse. This is discussed yearly during the group's meetings.

6.2 Four-Eyes policy

Our day care is organized in such a way that all employees, students or other adults can either be seen or heard while they carry out their activities. We have implemented this in the following ways:

- Every room has multiple windows so there is always a view from different angles. There must always be a way to view the room from another room, even during sleep time. Baby monitors are always on in the sleep rooms.
- One employee always opens in the morning. The second employee starts working from 7:15/7:30.
- People may always come in and out of our building at all times.

6.3 Backup arrangement

When one of the following situations occurs, a backup is necessary:

- When there is one employee on the premises and the BKR is complied with. An employee is available on demand and can be present at the premises within 15 minutes.
- When there is one employee on the premises during the BKR three-hour rules. A second adult is present on the premises.

The following persons are available as backup:

Pieter van der Drift	06-29298852/ 070-5178348
Amy van der Drift	06-11040809
Karin de Mooij (Wednesday)	06-10785254

7. First Aid organization

We do everything we can to prevent a child being hurt as a result of an accident while they are on our premises. Unfortunately, you cannot prevent all accidents and other calamities may occur which require first aid. At our location the following employees have a valid and registered certificate for first aid for children:

Ada Vooijs	14-11-2017	(Baby Room)
Bryony Copeland	14-11-2017	(Office)
Corina de Kievit	14-11-2017	(Baby Room)
Deirdre Hageraats	14-11-2017	(Dutch 1)
Esther Buurman	14-11-2017	(Dutch 1 and Baby Room)
Karin de Mooij	14-11-2017	(Office)
Laura van Delft	14-11-2017	(Dutch 2)
Mariska Kool	14-11-2017	(Dutch 1)
Mariska van der Plas	13-11-2017	(English 1)
Priscilla Brandt	14-11-2017	(Dutch 3)
Pieter van der Drift	14-11-2017	(Office)
Ynez Dudley	14-11-2017	(English 2)
Diana Smit-Hoeksma	08-01-2018	(substitute)
Felicia Wesenhagen	07-10-2017	(substitute)

The certificates have been obtained from the following institute:
The Red Cross (course name: First aid for babies and children)

We ensure that there is always an employee present who has a valid and registered first aid certificate in the following way:

- At The Clown Club most of the employees have followed the first aid course and have their certificate and per day there is a max of 2 employees off. In this way we ensure that there is always someone present with the correct papers.

Additionally, there is a BHV'er present every day. The following are BHV'ers:

Ada Vooijs
Karin de Mooij
Pieter van der Drift

The certificate have been obtained from the following institute:
Firecontrol

8. Policy Cycle

We start out policy cycle with an extensive risk inventory assessment (RIE). This is repeated yearly. One employee per group will fill in the assessment and this task is rotated every year to ensure that it is carefully looked at. The group also keeps track of the different accidents that happen in the room. The employees record these in the "bumps and scratches" folder. These folders are collected quarterly by the office.

They are then reviewed to see which accidents occur most and whether points need to be adjusted.

Based on the results of the risk inventory assessment and the “bumps and scratches”, the management team will draw up an action plan and plan for the year. This plan is discussed with the employees during a group meeting. In this way the whole team is involved in the assessment.

The progress of both plans is regularly evaluated during group meetings. The Health and Safety protocol is adjusted based on the results of the evaluations.

If there are points that have not emerged during the assessment but at a later time these will be added.

8.2 Action plan

The risk inventory provides an insight into the current state of affairs regarding health and safety. As a result of this inventory, a number of items needing action were placed on the agenda with aim of improving quality. The most important points are:

- Follow the protocols
- Remind the children of the rules
- Paying attention to good hygiene during the different seasons
- Complying with the proper protocol for hot days/high temperatures
- During the summer, keeping an eye out for wasps etc.

For a detailed explanation of the measures to be taken, refer to the appendix “Approach plan”.

8.2.2. How are the measures evaluated?

In order to determine if the actions and measures taken have led to a safer and healthier childcare, we evaluate the measures taken and/or the actions made each month during the group meetings. If a measure or action has had a positive effect, the health and safety policy will be adjusted accordingly.

In the previous period we discovered that the following measures have had a positive effect on improving the health and safety policy:

- Frequent checking playground toys for splinters.
- Not rearranging large pieces of furniture frequently so that the children know where everything is.
- Playfully repeating the rules regularly with the children.
- Clean up the various rooms more regularly.

9. Communication and coordination internally and externally

We believe that it is important for employees to feel involved in the health and safety policy. When the policy plan for health and safety is drawn up or adjusted, they all play an active role. When a new employee comes to work with us, we ensure a comprehensive introduction to the health and safety policy occurs. So that this person is also capable of taking measures when needed.

During group meetings, discussing potential health and safety risks is a permanent agenda item. This makes it possible to discuss matters and adjust them immediately. Employees are therefore familiar with giving feedback to each other.

During the intake meeting, we inform parents of our health and safety activities. Parents are immediately aware of our vision regarding health and safety. Additionally, parents are kept informed of current activities via the 6-weekly newsletter and via the parent committee. Where there are questions from parents, they are answered on the spot when possible. If this question is interesting for more parents to know, it will also be included in the newsletter.

10. Support for and reporting of complaints

Although we do our utmost of to conduct a clear and prudent policy with regard to health and health, it can always happen that an employee or a parent has a complaint. We are open to feedback and prefer to discuss this complaint directly with the employee or parent themselves in order to find a solution.

If we do not come to an agreement with the employee or parent in this way, they may contact the Childcare Complaints Desk (Klachtenloket Kinderopvang). More information about this can be found on our website under documents in “Information for the Parents”.

In the event of a complaint, parents receive the following step-by-step plan from the government:

Step 1: Submit a complaint to the childcare organization

You may only submit a complaint to The Clown Club in writing. How you can do this is in our complaint's procedure.

Step 2: Contact the Childcare complaints Desk

Does the childcare organization not have a complaints procedure? Or does the organization not respond to your complaint within 6 weeks or do they not take you seriously? Then you can contact the Childcare Complaints Desk (Klachtenloket Kinderopvang), this is part of the Childcare Disputes Committee. You can receive advice and information from them. They can also mediate between you and the childcare organization. This service is free.

Step 3: Submitting a complaint to the Childcare Disputes Committee (Geschillencommissie Kinderopvang)

Is your complaint still unresolved? Then you can submit the dispute to the Childcare Disputes Committee. You will need to pay a small fee for this service (a complaint fee). In order to do this, you must go through the internal complaints procedure of the childcare organization first.