Health and Safety Policy



Introduction

It is the policy of Grass Roots Private Day Nursery that all reasonably practicable actions will be taken to ensure the maintenance of a safe and healthy working environment, the health and safety of all persons, and to prevent damage to Nursery property, by promoting awareness of legal, personal and economic responsibilities. It is the duty of all employees to conform to Nursery Policy and safe systems of work and to accept and carry out their responsibilities. Failure to do this may result in harm, damage or personal injury. This awareness will be achieved through induction, training and the nursery handbook.

It is employees' own duty under Section 7 of the Health and Safety at Work Act, to take responsibility for their own safety and that of other workers, and to cooperate with the Nursery, so as to enable it to carry out its own responsibilities successfully.

Employees who authorise work to be carried out must ensure that sufficient information, instruction, supervision and welfare facilities are provided to enable others to avoid hazards and contribute to their own safety and health at work. They must also carry out safety inspections of the working environment under their control in order to maintain standards.

All employees should contribute towards making the work area, and access to it, as safe as possible. All working practices should be periodically appraised to ensure that the safest procedures are adopted. These will be achieved by undertaking risk assessments.

All subcontractors employed by the Nursery will be required to comply with, and adhere to, the Nursery Policy on Safety.

Responsibilities

Grass Roots Private Day Nursery Proprietors, Andrew Ridley, Ann Ridley and Matthew Pottinger, have overall and final responsibility for Health and Safety, within the Nursery and its operations. They will ensure the Nursery has an effective policy for Health and Safety and will delegate specific responsibilities to ensure that all requirements of current Health and Safety legislation are satisfied.

Responsibility	Name
Instruction in safe working practices	Operations Manager
Training	Operations Manager
Health and Safety Inspections	Operations Manager
Office Safety Inspections	Operations Manager
Equipment Maintenance and Inspection	Operations Manager
Outside services	Operations Manager
First Aid Provision	Operations Manager
Fire Equipment and Evacuations	Operations Manager
Computer Equipment	Operations Manager
Housekeeping	Operations Manager
Collection/Delivery Procedures	Operations Manager
Accident Reporting and Recording	Nursery Manager- Operations Manager
Visitors (incl. sub-contractors)	Nursery Manager
Risk Assessments	Nursery Manager- Operations Manager
СОЅНН	Nursery Manager- Operations Manager
Food Hygiene	Nursery Manager- Operations Manager
Drugs and Medicines	Nursery Manager
Waste	Operations Manager



Health and Safety Committee

- Andrew Ridley Proprietor & Operations Manager
- Ann Ridley Proprietor
- Matthew Pottinger Proprietor
- Lucy Pottinger Nursery Manager
- Caitlin Mitchell Deputy Manager

Key Components of the Health and Safety Policy

- 1. What to do IN CASE OF FIRE is covered by separate instructions posted throughout the premises. (**See fire procedure*).
- 2. Employees must report ALL INCIDENTS. Where necessary, these will be followed by an investigation to determine the cause so as to remedy any faults and prevent a recurrence of the incident. (See Incident Reporting Section).
- 3. FIRST AID. Matthew Pottinger and Jessica Bruce are trained in adult and paediatric first-aid. All other staff, apart from those in the first weeks of employment are trained in paediatric first-aid. First Aid boxes are located around the nursery and members of staff are aware of the locations.
- 4. INSTRUCTION of employees in safe working methods and the maintenance of these methods are amongst the duties of managers/room leaders, who also initiate any steps necessary to improve unsafe conditions.
- 5. The TRAINING OF EMPLOYEES in health and safety matters necessary to their work and in the operation of emergency procedures is undertaken by the appropriate competent person.
- 6. GOOD HOUSEKEEPING is considered to be the foundation of our Safety Programme in which everyone must play a part. There are arrangements for:
 - The proper storage of clothing, tools and waste and the removal of waste
 - The provision of adequate space for machinery, equipment and working materials
 - Maintaining clean workrooms, offices, washing, toilet and first aid facilities.
- 7. The MAINTENANCE of equipment on which personal safety depends is the responsibility of supervision. All defective equipment will be withdrawn until faults are rectified, and all maintenance work will be undertaken by competent personnel.
- 8. Regular SAFETY INSPECTIONS of all areas will be undertaken in accordance with a timetable agreed by Management outlined in the Monitoring section. Remedial action as a result of the inspections to correct potentially harmful situations will be carried out if reasonably practicable to do so.
- 9. Every effort is made to provide appropriate PERSONAL PROTECTIVE EQUIPMENT in consultation with the employee and Management.
- 10. Safety procedures and rules for CONTRACTORS are outlined in the Contractors section.
- 11. RISK ASSESSMENTS will be carried out as required under the current edition of the Management of Health and Safety Regulations.
- 12. The risk assessments will be MONITORED AND REVIEWED as necessary.



Health and Safety Policy Statement

We regard the promotion of Health and Safety measures as a mutual objective for Management and Employees at all levels. It is therefore the Management's policy to do all that is reasonable to prevent personal injury and damage to property and to protect everyone from foreseeable work hazards, including the public, in so far as they come into contact with the Nursery, its operations and buildings.

In particular, the Management has a responsibility:

- To provide and maintain safe and healthy working conditions taking account of any statutory requirements.
- To provide training and instruction to enable employees to perform their work safely and efficiently.
- To make available all necessary safety devices and protective equipment and to supervise their use.
- To maintain a constant and continuing interest in health and safety matters applicable to the Nurseries activities, in particular, by consulting and involving employees or their representatives wherever possible.

All employees have a duty to co-operate in the operation of this policy:

- By working safely and efficiently.
- By using the protective equipment provided and by meeting statutory obligations.
- By reporting incidents that have led or may lead to injury to people or damage to property or equipment.
- By adhering to the Nursery Procedures for securing a safe workplace.
- By assisting in the investigation of accidents with the objective of introducing new measures to prevent a recurrence.

A copy of this statement, together with the procedures will be displayed in suitable areas. The policy will be continually reviewed by the Management and amended or added to as appropriate.

Consultation with Staff

Grass Roots Private Day Nursery acknowledges that it has a duty under the Health and Safety (Consultation with Employees) Regulations 1996 to consult employees on health and safety matters. It has chosen to fulfil this duty by direct consultation. Employees will be provided with such information as is necessary to enable them to participate fully and effectively in the consultation. Such information will be provided by the means most appropriate to the matters and circumstances concerned.

These means will include, but will not be limited to, the following:

- Conversations with individuals
- Staff meetings
- Information displayed on notice boards
- Letters attached to payslips

Any member of staff wishing to raise a matter for discussion should bring it to the attention of the Nursery Manager.

Key Features

- Daily health and safety check prior to opening
- Burglar alarm
- Interconnected fire and smoke alarm systems
- RCB electrical mains box
- A commercial kitchen
- Safety and double glazing
- Finger guards around doors
- Fire doors
- Fire fighting equipment
- Clearly marked escape routes
- Emergency lighting
- Heat regulated taps and radiators
- Radiator covers



- Video controlled entry system
- Password system for collection of children
- Safety catches on drawers and cupboards
- Secure entry to building and play area

Legal references

Risk assessment requires knowledge of health and safety and other relevant legislation. Managers ensure they have knowledge of the relevant legislation and ensure staff are made aware.

- Health and Safety at Work Act 1974
- Health and Safety at Work Act (1996)
- Management of Health and safety at Work Regulations (1992)
- Regulatory Reform (Fire Safety) Order 2005) Guidance for schools and early years settings
- Electricity at Work Regulations (1989)
- Regulation (EC) 852/2004 of the European Parliament and Council on the hygiene of foodstuffs Guidance 'Safer Food, Better Business' o Manual Handling Operations Regulations (1992) (Amended 2002)
- Medicines Act (1968)
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (1995) (RIDDOR) as amended 2012
- Control of Substances Hazardous to Health (COSHH) Regulations (2002) (as amended 2004)
- Health and Safety (First Aid) Regulations (1981)
- Childcare Act 2006

Main Legislation and Regulations

Health and Safety at Work Act (1974)	This is the main legislation that sets out employers
http://www.hse.gov.uk/legislation	duties to staff, where more than 5 staff are
http://www.iise.gov.uk/iegisiation	employed, and to the public, as well as, the duties
	of employees towards themselves and others.
	Download Health and safety Law; what you should
	know leaflet http://www.hse.gov.uk/pubns/law.pdf
Management of Health and Safety at Work	This requires employers to carry out risk
Regulations 1992 Download full SI from	assessment. Those with 5 or more employees need
www.opsi.gov.uk/SI/si1999/1999 3242.htm	to record the findings of the risk assessment.
	Employers must appoint a competent person,
	ensure staff are aware and trained, know what to
	do in an emergency and where premises are shared,
	have common procedures for all. This last point is
	relevant for settings who share premises, for
	example in a community building. Download Health
	and Safety Regulations – a short guide
	http://www.hse.gov.uk/pubns/hsc13.pdf
Regulatory reform (Fire Safety) Order 2005	Replaces all previous fire safety regulations. The
came into force 2006 Download SI from	basis of the legislation is the fire risk assessment.
http://www.opsi.gov.uk/si/si2005/	Download the Guidance for schools and early years
20051541.htm	settings from here.
	http://www.communities.gov.uk/pub/389/Educatio
	nalPremisesfullguid e_id1500389.pdf Download
	short guide
	http://www.communities.gov.uk/pub/384/EntryLev
	elGuideAshortguide
	tomakingyourpremisessafefromfire_id1500384.pdf
Regulation (EC) 852/2004 of the European	All food businesses, including caterers, must apply
Parliament and of the Council on the hygiene	food safety management procedures based on the



of foodstuffs. Download the full regulations here http://www.food.gov.uk/multimedi a/pdfs/h2ojregulation.pdf Electricity at Work Regulations 1989 Download the SI http://www.opsi.gov.uk/si/si1989/ Uksi_19890635_en_1.htm	principles of Hazard Analysis and Critical Control Point (HACCP) to their business. The basis for this is risk assessment as it applies to the purchase, storage, preparation and serving of food to prevent growth of bacteria and food contamination. Download or order a copy of Safer Food Better Business from here http://www.food.gov.uk/foodindustry/regulation/h ygleg/hyglegresourc es/sfbb/sfbbcaterers This requires all electrical installations – supply and sockets and appliances etc to be safe. Employers are required to have all these checked annually by a qualified electrician, so that any faults can be identified and remedied. Download leaflet from
Medicines Act (1968) Download section applying to prescribed medication www.statutelaw.gov.uk/content.aspx?LegType =All+Legislation&title=Medicines+Act&Year=1 968&searchEnacted=0&extentMatchOnly=0& confersPower=0&blanketAmendment=0&sort Alpha=0&TYP E=QS&PageNumber=1&NavFro m=0&parentActiveTextDocId=16 62209&ActiveTextDocId=166228 2&filesize=22120	http://www.hse.gov.uk/pubns/indg231.pdf Requires that only medication prescribed by a doctor can be administered by a non-medically qualified person and that, in the case of children, parental consent must be gained. Records must be kept of all medication administered.
Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR 1995) Download SI from http://www.opsi.gov.uk/si/si1995/ Uksi_19953163_en_1.htm	Requires accident records to be kept and that serious accidents resulting in injuries, needing treatment by a doctor, are reported to the Health and Safety Executive. In addition an outbreak of a serious disease, the death of a child or adult, or dangerous event such as an explosion are also reportable. Download information and report form from http://www.hse.gov.uk/riddor/index.htm
Control of Substances Hazardous to Health Regulations 2002 (Known as COSHH) Download the SI from http://www.opsi.gov.uk/si/si2004/ 20043386.htm	Requires employers keep a record of all substances that could cause risk, storage, use and purpose, as well as what to do if they contact skin, eyes or are ingested. In a childcare setting, applies mainly to cleaning and general maintenance chemicals. Download a guide from http://www.hse.gov.uk/pubns/indg136.pdf
Health and Safety (First Aid) Regulations (1981) No printable version of the SI available – see guides	Requires employers to have a qualified first aider where more than 5 people are employed. There is also a duty of care to anyone using a service including the need to hold a paediatric first aid qualification where young children and babies are cared for. Download First Aid at Work – Your questions answered http://www.hse.gov.uk/pubns/indg214.pdf Download Basic Advice on First Aid at Work http://www.hse.gov.uk/pubns/indg347.pdf Download Guidance for First Aid in schools http://www.teachernet.gov.uk/_doc/4421/GFAS.pdf



Manual Handling Operations Regulations 1992 (as amended) Download SI from http://www.opsi.gov.uk/SI/si1992/ Uksi_19922793_en_1.htm	Covers jobs involving lifting – in childcare settings this will apply to lifting and carrying babies and young children, as well as furniture and play equipment. Requires employers to ensure staff are trained to lift correctly so as to reduce back strain and injury caused through work tasks. Download FAQs from http://www.hse.gov.uk/contact/faqs/manualhandli ng.htm
Health and Safety (Display Screen Equipment) Regulations 1992 http://www.opsi.gov.uk/si/si1992/ Uksi_19922792_en_1.htm	This is to reduce 'repetitive strain syndrome' and eyesight problems in those using screens such as computer screens for log periods of time at work. It requires employers to ensure appropriate ergonomic workstations and that users have regular eyesight tests and have the right glasses if needed.

Useful websites

Health and Safety Executive www.hse.gov.uk Food Standards Agency www.food.gov.uk Risk Management web site www.hse.gov.uk/risk Communities and local government http://www.communities.gov.uk

COSHH Procedures

The Nursery acknowledges that it has a duty under the current edition of the Control of Substances Hazardous to Health Regulations (COSHH) to assess the health risks associated with the substances it uses or produces, either intentionally or as by-products of its activities. It recognises that the purpose of COSHH assessment is to identify the health hazards of substances before they are used and to introduce controls to eliminate risks or to reduce them as far as it is reasonably practicable. The Nursery will:

- Maintain an up to date inventory of substances used or encountered as a result of the Nursery's activities
- Identify the health hazards associated with the substances listed on the inventory.
- Identify the employees or third parties that might be exposed to the hazards identified.
- Identify the controls currently in place.
- Introduce further controls if required to eliminate risks or reduce them as far as is reasonably practicable.
- Maintain written records of COSHH assessments
- Review COSHH assessments every two years, or sooner if substances or activities change significantly, to ensure that controls remain adequate.

The Operations Manager is responsible for maintaining the COSHH inventory and an up to date library of suppliers material safety data sheets (MSDS).

The Operations Manager is responsible for carrying out COSHH assessments and for bringing any significant findings to the attention of those concerned.

All employees are responsible for using the controls identified in COSHH assessments. Where any employee considers that the controls identified in a COSHH assessment are not sufficient to reduce the risks to health from substances encountered to an acceptable level this should be brought to the attention of the Operations Manager immediately.

Incident and Accident Reporting (RIDDOR)

Under the current edition of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), it is the responsibility of Grass Roots Private Day Nursery to investigate all incidents and dangerous occurrences to prevent recurrence and to report to the pertinent authority any of those incidents, diseased or dangerous



occurrences which, according to RIDDOR must be reported. (The Regulations are covered by the Health and Safety Reference Manual).

- Deaths and injuries
 - If someone has died or has been injured because of a work-related accident this may have to be reported.
- Work-related accidents
 - \circ $\;$ The accident that caused the death or injury must be connected to the work activity.
 - Types of reportable injury
 - Deaths
 - Major injuries
 - Over-seven-day injuries
- People visiting the nursery
 - \circ $\;$ Where a member of the public or person who is not at work has died, or
 - Injuries to members of the public or people not at work where they are taken from the scene of an accident to hospital for treatment.
- Reportable major injuries are:
 - Fracture, other than to fingers, thumbs and toes;
 - Amputation;
 - Dislocation of the shoulder, hip, knee or spine;
 - Loss of sight (temporary or permanent);
 - Chemical or hot metal burn to the eye or any penetrating injury to the eye;
 - Injury resulting from an electric shock or electrical burn leading to unconsciousness, or requiring resuscitation or admittance to hospital for more than 24 hours;
 - Any other injury leading to hypothermia, heat-induced illness or unconsciousness, or requiring resuscitation, or requiring admittance to hospital for more than 24 hours;
 - Unconsciousness caused by asphyxia or exposure to a harmful substance or biological agent;
 - Acute illness requiring medical treatment, or loss of consciousness arising from absorption of any substance by inhalation, ingestion or through the skin;
 - Acute illness requiring medical treatment where there is reason to believe that this resulted from exposure to a biological agent or its toxins or infected material.

Over-seven-day injuries

As of 6 April 2012, the over-three-day reporting requirement for people injured at work changed to more than seven days. Now you only have to report injuries that lead to an employee or self-employed person being away from work, or unable to perform their normal work duties, for more than seven consecutive days as the result of an occupational accident or injury (not counting the day of the accident but including weekends and rest days). The report must be made within 15 days of the accident.

Over-three-day injuries to staff

You must still keep a record of the accident if the worker has been incapacitated for more than three consecutive days. If you are an employer, who must keep an accident book under the Social Security (Claims and Payments) Regulations 1979, that record will be enough.

Occupational diseases

Employers and the self-employed must report listed occupational diseases when they receive a written diagnosis from a doctor that they or their employee is suffering from these conditions and the sufferer has been doing the work activities listed.

- Repetitive Strain Injury
- Carpal Tunnel Syndrome
- Anthrax
- Brucellosis
- Hepatitis



- Legionella
- Ovine or Bird Chlamydiosis
- Rabies
- Tetanus
- Lyme Disease
- Tuberculosis

Dangerous occurrences

Dangerous occurrences are certain listed near-miss events. Not every near-miss event must be reported. Here is a list of those that are reportable:

- Collapse, overturning or failure of load-bearing parts of lifts and lifting equipment;
- Explosion, collapse or bursting of any closed vessel or associated pipe work;
- Plant or equipment coming into contact with overhead power lines;
- Electrical short circuit or overload causing fire or explosion;
- Any unintentional explosion, misfire, failure of demolition to cause the intended collapse, projection of material beyond a site boundary, injury caused by an explosion;
- Accidental release of a biological agent likely to cause severe human illness;
- Unintended collapse of: any building or structure under construction, alteration or demolition where over five tonnes of material falls; a wall or floor in a place of work; any false work;
- Sudden, uncontrolled release in a building of: 100 kg or more of flammable liquid; 10 kg of flammable liquid above its boiling point; 10 kg or more of flammable gas; or of 500 kg of these substances if the release is in the open air

Responsibilities

The Directors and Nursery Manager are responsible for investigating all incidents involving personal injury, incidents involving damage to property, machinery, equipment, fittings/fixtures, together with all near misses in those areas under their control.

Notification of Accidents/Dangerous Occurrences

The Nursery Manager will be responsible for reporting any notifiable injuries, diseases or dangerous occurrences to the Enforcing Authority.

The Enforcing Authority

Calderdale Council Environmental Health Email <u>environmental.health@calderdale.gov.uk</u>

Address: Environmental Health Housing, Environment and Renewal Economy and Environment PO Box 51 Halifax HX1 1TP

It is the Nursery's Policy that verbal communication regarding any accident is expressly forbidden. Any request for information by pertinent and relevant parties must be addressed to the Director in writing, who will make the Nursery's official response. This statement relates to both reportable and non reportable accidents/incidents under these Regulations.



Risk Assessments

Risk Assessments reviews are carried out every 3 months where the risks directly affect the children that we care for or every 12 months for more general risk assessments, following an accident or incident, or if circumstances change that warrants a new risk assessment, whichever comes first. We also conduct daily Risk Assessments for the more obvious hazards that if not dealt with then and there might cause harm to the children.

We are required by the Management of Health and Safety at Work Regulations to carry out risk assessments for all activities.

Risk assessments are also required by other legislation, i.e. COSHH, Manual Handling etc.

All staff members must be aware of all risk assessments and their guidance.

Risk assessment means:

Taking note of aspects of your workplace and activities that could cause harm, either to yourself or to others, and deciding what needs to be done to prevent that harm, making sure it is adhered to and is updated when necessary. The law does not require that all risk is eliminated – but that 'reasonable precaution' is taken. This is particularly important when balancing the need for children to be able to take appropriate risks through physically challenging play. Children need the opportunity to work out what is not safe and what they should do when faced with a risk.

Health and safety risk assessments inform procedures. Staff and parents should be involved in reviewing risk assessments and procedures, as they are the ones with first-hand knowledge as to whether the control measures are effective, and can give an informed view to help update procedures accordingly.

Risk assessments are conducted on aspects such as security of the building, fire safety, food hygiene, bathroom hygiene and nappy changing, outings, and personal safety of staff. Activities with the children will in some cases also require risk assessments – for example cooking activities or supervising children's use of climbing equipment.

Aims and Objectives

To ensure that we protect the health and ensure the welfare of all employees, volunteers, children and visitors to the nursery. The risk assessment process is a key element of ensuring all appropriate measures are identified to assist the achievement of this aim.

- What is the hazard?
- Who might be harmed?
- What precautions are we taking?
- Are further precautions required?
- Who will take them and by when?
- When is it next to be reviewed?

Summary of Duties

The Health and Safety Executive (HSE) requires that the nursery shall make a suitable and sufficient assessment of: (a) the risks to the health and safety of our employees to which they are exposed whilst they are at work; and (b) the risks to the health and safety of persons not in our employment arising out of or in connection with the organisations work activities.

The nursery will review any such assessment if:

- (a) there is reason to suspect it is no longer valid; or
- (b) there has been a significant change in the matter to which it relates.
- The Regulations also require the nursery to record the significant findings of the assessment.

Definitions

Hazard: Something with the potential to cause harm. Risk: The likelihood of the harm being realised and the severity.

Recording Risk Assessments



The "significant findings" of the assessment must be recorded, and this includes:

• The significant hazards identified in the assessment. i.e. those hazards, which if not properly controlled, might pose serious risks to workers or other people who could be affected by the work activity.

- The existing control measures which are place and how effectively they control the risks.
- The people who may be affected by the risks identified.
- The decisions taken as a result of the assessment.
- The results of the risk assessment and the preventative measures identified by it should be shared with those who could be affected by the hazard.

Responsibilities

Responsibility for carrying out Risk Assessments for the nursery reside with the nursery managers and the Operations Manager. Managers have the responsibility for ensuring that there are suitable and sufficient risk assessments for the areas they are responsible for. They may delegate the task of carrying out the assessment to "competent" staff. Competency for the purpose of carrying out a risk assessment means:

- An understanding of the work activity and best practice;
- An understanding of the regulations they are complying with
- The ability to be objective and remain impartial.

Staff will be expected to comply with preventative measures identified by risk assessments. Failure to do so may put themselves or others at risk and as such failure to follow these measures will be dealt with under the disciplinary procedure.

Main Areas of the Nursery to be Risk Assessed

The purpose of risk assessments is to identify any significant hazard and to ensure that the risk is where possible eliminated or controlled to minimise the potential of injury.

- Fire safety
- Electricity
- First aid
- Food and liquids
- Doors, glass and windows
- Hot appliances
- Manual handling
- Office
- Water hazards
- Waste disposal
- Security
- Display screen equipment
- Large play equipment
- Toys and consumables
- Stairways and Landings
- Floors and flooring
- Storage of sharp objects
- Baby room
- Changing areas
- Body fluids
- Laundry room
- Outside car park and outdoor area
- Hazardous substances
- Gas appliances
- Staff room
- Hallway
- preschool room
- preschool toilets
- Staff toilet



- Lobby area
- Parents reception area
- Kitchen and Laundry
- Outing and trips
- Electrical appliances



Health and Safety Procedures

Health and safety in the office

Some nursery staff will be required as part of their role to undertake office duties, which may involve sitting at a computer. At Grass Roots Private Day Nursery we take the welfare of our employees seriously and have put safeguards in place to help protect the health and safety of all employees. If an employee requires additional support please let the manager know as soon as possible.

Staff using computers can help to prevent health problems in the office by:

- Sitting comfortably at the correct height with forearms parallel to the surface of the desktop and eyes level with the top of the screen
- Maintaining a good posture
- Avoiding repetitive and awkward movements by using a copyholder and keeping frequently used items within easy reach
- Changing position regularly
- Using a good keyboard and mouse technique with wrists straight and not using excessive force
- Making sure there are no reflections or glare on screens by carefully positioning them in relation to sources of light
- Adjusting the screen controls to prevent eye strain
- Keeping the screen clean
- Reporting to their manager any problems associated with use of the equipment
- Planning work so that there are breaks away from the workstation.

Seating and posture for typical office tasks:

- Good lumbar support from the office seating
- Seat height and back adjustability
- No excess pressure on underside of thighs and backs of knees
- Foot support provided if needed
- Space for postural change, no obstacles should be under the desk
- Forearms approximately horizontal
- Minimal extensions, flexing or straining of wrists
- Screen height and angle should allow for comfortable head position
- Space in front of keyboard to support hand/wrists during pauses in typing

Safety checks

Safety checks must be carried out on a daily basis on the premises, indoors and outdoors, and all equipment and resources before the children access any of the areas and recorded to show any issues and solutions. All staff should be constantly aware of the nursery environment and monitor safety at all times.

Electrical Equipment

- All electrical cables are kept out of the reach of children wherever possible and shielded by furniture where they need to be at floor level
- Electrical sockets are all risk assessed and appropriate safety measures are in place to ensure the safety of the children.
- Plugs, sockets and cables visually checked monthly.
- PAT testing carried out annually.



Room Temperatures

- Staff should be aware of room temperatures in the nursery and should ensure that they are suitable at all times. There is a thermometer in each room to ensure this is monitored
- Staff must always be aware of the dangers of young children being too warm or too cold
- Temperatures should not fall below 16°C in all areas

Water Supplies

- A fresh drinking supply is available and accessible to all children, staff and visitors
- All hot water taps accessible to children are thermostatically controlled to ensure that the temperature of the water does not exceed 40°C.

Gas Appliances

- All gas appliances are checked annually by a registered Gas Safety Register engineer
- Carbon monoxide detectors are fitted.

Manual handling

As it is not possible to eliminate manual handling altogether, correct handling techniques must be followed to minimise the risks of injury. A variety of injuries may result from poor manual handling and staff must all be aware and adhere to the nursery's manual handling policy. Remember - lifting and carrying children is different to carrying static loads and therefore manual handling training should reflect this. All staff will receive training in manual handling within their first year of employment and will receive ongoing training as appropriate.

a. Preventing injuries

As with other health and safety issues, the most effective method of prevention is to eliminate the hazard – in this case, to remove the need to carry out hazardous manual handling. For example, it may be possible to redesign the workplace so that items do not need to be moved from one area to another. However this is not possible for lifting children. Where manual handling tasks cannot be avoided, they must be assessed as part of the risk assessment. This involves examining the tasks and deciding what the risks associated with them are, and how these can be removed or reduced by adding control measures. As part of a manual handling assessment the following should be considered:

- The tasks to be carried out
- The load to be moved (remember to think about the children moving at this point)
- The environment in which handling takes place
- The capability of the individual involved in the manual handling. A number of factors increase the risk of manual handling injuries, and these should be considered and controlled.

The following paragraphs offer a number of suggestions.

b. Correct Lifting Procedure

Planning and procedure

- Think about the task to be performed and plan the lift
- Consider what you will be lifting, where you will put it, how far you are going to move it and how you are going to get there
- Never attempt manual handling unless you have read the correct techniques and understood how to use them. Ensure that you are capable of undertaking the task.
- People with health problems and pregnant women may be particularly at risk of injury
- Assess the size, weight and centre of gravity of the load to make sure that you can maintain a firm grip and see where you are going
- Assess whether you can lift the load safely without help. If not, get help or use specialist moving equipment e.g. a trolley. Bear in mind that it may be too dangerous to attempt to lift some loads



- If more than one person is involved, plan the lift first and agree who will lead and give instructions
- Plan your route and remove any obstructions. Check for any hazards such as uneven/slippery flooring
- Lighting should be adequate
- Control harmful loads for instance, by covering sharp edges or by insulating hot containers
- Check whether you need any Personal Protective Equipment (PPE) and obtain the necessary items, if appropriate. Check the equipment before use and check that it fits you
- Ensure that you are wearing the correct clothing, avoiding tight clothing and unsuitable footwear
- Consider a resting point before moving a heavy load or carrying something any distance.

Carrying children

- If the child is old enough, ask them to move to a position that is easy to pick up, and ask them to hold onto you as this will support you and the child when lifting
- Do not place the child on your hip, carry them directly in front of you in order to balance their weight equally
- Wherever possible, avoid carrying the child a long distance
- Where a child is young and is unable to hold onto you, ensure you support them fully within your arms
- Avoid carrying anything else when carrying a child. Make two journeys or ask a colleague to assist you
- If a child is struggling or fidgeting whilst you are carrying them, stop, place them back down and use reassuring words to calm the child before continuing
- Students and pregnant staff members will not carry children.

Position

- Stand in front of the load with your feet apart and your leading leg forward.
- Your weight should be even over both feet.
- Position yourself (or turn the load around) so that the heaviest part is next to you.
- If the load is too far away, move toward it or bring it nearer before starting the lift.
- Do not twist your body to pick it up.

Lifting

Always lift using the correct posture:

- Bend the knees slowly, keeping the back straight
- Tuck the chin in on the way down
- Lean slightly forward if necessary and get a good grip
- Keep the shoulders level, without twisting or turning from the hips
- Try to grip with the hands around the base of the load
- Bring the load to waist height, keeping the lift as smooth as possible.

Moving the child or load

- Move the feet, keeping the child or load close to the body
- Proceed carefully, making sure that you can see where you are going
- Lower the child or load, reversing the procedure for lifting
- Avoid crushing fingers or toes as you put the child or load down
- If you are carrying a load, position and secure it after putting it down
- Make sure that the child or load is rested on a stable base and in the case of the child ensure their safety in this new position
- Report any problems immediately, for example, strains and sprains. Where there are changes, for example to the activity or the load, the task must be reassessed.

The task

• Carry children or loads close to the body - lifting and carrying the load at arm's length increases the risk of injury



- Avoid awkward movements such as stooping, reaching or twisting
- Ensure that the task is well designed and that procedures are followed
- Try never to lift loads from the floor or to above shoulder height. Limit the distances for carrying
- Minimise repetitive actions by re-designing and rotating tasks
- Ensure that there are adequate rest periods and breaks between tasks
- Plan ahead use teamwork where the load is too heavy for one person.

The environment

- Ensure that the surroundings are safe. Flooring should be even and not slippery, lighting should be adequate, and the temperature and humidity should be suitable
- Remove obstructions and ensure that the correct equipment is available.

The individual

• Ensure that you are capable of undertaking the task – people with health problems and pregnant women may be particularly at risk of injury

Healthy workplace

The nursery is committed to providing a workplace which supports and encourages a healthy staff team through sharing information, training and family friendly issues.

Dress code

Staff must follow our dress code at all times, which is given to new staff during induction and also contained with the employment handbook.

Personal hygiene

Staff must follow the personal hygiene code below at all times, and encourage children to adopt the same good personal hygiene code themselves.

- All hands must be washed before handling food, after using the toilet or toileting children, after playing outside, wiping noses and after contact with animals.
- After noses have been wiped the tissue must be disposed of hygienically and hands should be washed.

Cleaning

The nursery is committed to providing a safe, happy and healthy environment for children to play, grow and learn. Cleanliness is a vital step to ensure this. The nursery will be cleaned every day and regular checks will be made in the bathrooms - these will be cleaned at least daily (more if necessary).

The nappy changing facility will be cleaned after every use, and potties will be cleaned out after each use. Any mess caused throughout the day will be cleaned up as necessary to ensure that a hygienic environment is provided for the children in our care.

Kitchen

Staff need to be aware of the basic food hygiene standards through appropriate training and this will be reviewed every three years.

- Fridges to be cleaned out weekly
- Microwave to be cleaned after each use
- Oven to be cleaned out regularly
- Freezers to be cleaned out every three months and recorded
- All cupboards to be cleaned out monthly
- Fridge and freezer temperatures must be recorded first thing in the morning
- All food to be covered at all times in and out of the fridge and dated to show when each product was opened
- Care must be taken to ensure that food is correctly stored in fridges



- When reheating food it should over 75°C, checked with the probe thermometer and recorded, then cooled down before serving. Food prepared on the premises must be checked with the probe thermometer before serving
- Food served but not used immediately should be appropriately covered and placed in the fridge/freezer within 60 minutes. If this is not followed, food should be discarded immediately
- All opened packets to be dated when opened and placed in an airtight container e.g. baby food, raisins, cereal etc.
- Surfaces to be cleaned with anti-bacterial spray
- Children must NOT enter the kitchen except for supervised cooking activities
- Doors/gates to the kitchen to be kept closed/locked at all times

Nursery Environment

- Staff must be aware of general hygiene in the nursery and ensure that high standards are kept at all times
- Toys are washed with sanitising fluid on a regular basis
- Floors should be cleaned during the day when necessary. Vacuum cleaner bags (where used) should be changed frequently or vacuums emptied.
- Face cloths should be washed on a hot wash after every use and not shared between children
- High chairs must be cleaned thoroughly after each use. Straps and reins must be washed weekly or as required
- Each child should have its own cot sheet which should be washed at the end of each week or whenever necessary
- All surfaces should be kept clean and clutter free
- Children must always be reminded to wash their hands after using the bathroom and before meals.
- Staff should always encourage good hygiene standards, for example, not eating food that has fallen on the floor
- Children should learn about good hygiene routines and why they need to wash their hands, wipe their noses and cover their mouths when coughing.

Waste management

Staff are made aware of the need to minimise energy waste and the nursery uses appropriate measures to save energy, including:

- Energy saving light bulbs
- Turning off lights when not in use
- Not leaving any equipment on standby
- Energy saving wash cycles on the washing machine.

The nursery recycles paper, tin cans and plastic via a recyclables bin. We assess our nursery's impact on the environment on a regular basis and place procedures in place to counteract this impact.

At Grass Roots Private Day Nursery we value our environment and in order to keep our earth safe and healthy for our children we closely monitor the management of our waste and its disposal in accordance with local authority requirements.

Disposal of Bodily Waste Procedure

To minimise the risk of infection we ensure that:

- All staff wear disposable gloves and aprons when toileting/nappy changing children.
- Soiled nappies, wipes and used gloves etc are placed in nappy sacks and disposed of in the nappy bin.
- Bodily fluid eg vomit, blood is cleaned by disposable paper towels and placed in a bag in the nappy bin or in the outside bin. If cloths or rags are used to clean up, these are disposed of in the same way.
- Changing mats are cleaned after every use with disposable paper towels and anti-bacterial spray and hands washed thoroughly.



• Any soiled clothes are placed in a nappy bag.

Visits, outings and transport

The arrangements for transporting and the supervision of children when away from the nursery needs to be carefully planned. The nursery has a comprehensive documented policy relating to outings, which incorporates all aspects of health and safety procedures.**see Visits and Outings Policy*

As part of our nursery Curriculum the children will have the opportunity to be taken for local walks, visits etc off the premises and permission will be sought for all children to be included in such outings.

Parents will be informed in advance of any visits or outings involving the transportation of children away from the nursery. However, it would be impractical to ask for permission before every impromptu short walk the children are taken on and therefore parent/carer(s) are asked to sign the Visits and Outings permission to give their general consent for these. Whilst out for a walk children will always:

- Stay with a member of staff.
- Younger children will be strapped in a pushchair
- Older children will have a wrist strap, or be holding onto a member of staff's hand/pushchair.
- We will inform all parent/carer(s) if a vehicle is to be used.
- Any transport used will have the necessary checks made and any copies of certificates and identification will be taken prior to the trip.

When taking the children on a trip the nursery will:

- Advise parent/carer(s) of the time and place the visit will take place.
- Advise parents/carers on the equipment needed for the trip i.e. suitable clothing, packed lunches etc.
- The staff/child ratio depends on the age of the children and will be advised at the time

The staff members will:

- Divide the children into small groups.
- Take a first aid kit and at least one member of staff on the trip with hold a valid and current paediatric first aid certificate
- A completed trip register together with all parent and staff contact numbers will be taken on planned outings excluding impromptu short walks
- A fully charged mobile phone will be taken as a means of emergency contact and staff members will contact the nursery at least once whilst out on the trip.
- Children will be easily identified by staff when on a trip by use of a reflective jacket.
- A head count will be carried out on leaving the setting, regularly during journey (if walking), on arrival at the designated place, regularly during the visit, before departure and on the journey home (if walking).
- A senior member of staff will carry out a risk assessment identifying any potential hazards on the journey or at the location prior to the outing
- In the event of an accident, staff will assess the situation, if required, the group will return to nursery immediately and parent/carer(s) will be contacted to collect their child. In the event of a serious accident an ambulance will be called at the scene, as well as parent/carer(s) being contacted. One member of staff will accompany the child to the hospital, and the rest of the group will return to the nursery
- A pre-visit checklist and risk assessment will always be carried out before the outing. We will endeavour to visit the venue prior to the visit. This will ensure that the chosen venue is appropriate for the age, stage and development of the children.

Use of vehicles for outings

• All staff members shall inform parent/carer(s) in advance of any visits or outings involving the transportation of children away from the nursery



- The arrangements for transporting children will always be carefully planned and where necessary additional people will be recruited to ensure the safety of the children. This is particularly important where children with disabilities are concerned
- All vehicles used in transporting children are properly licensed, inspected and maintained.
- All vehicles used are fitted to the supplier's instructions with sufficient numbers of safety restraints appropriate to the age/weight of the children carried in the vehicle. Any mini buses/coaches are fitted with 3- point seat belts
- Ensure seat belts, child seats and booster seats are used
- Ensure the maximum seating is not exceeded
- All children will be accompanied by a registered member of staff
- No child will be left in a vehicle unattended
- Extra care will be taken when getting into or out of a vehicle.
- When we use a mini bus, we will check that the driver is over 21 years of age and holds a P.C.V driving license. This entitles the driver to transport up to 16 passengers
- When children are being transported, ratios will be maintained.
- Records of vehicles and drivers including licenses, MOT certificates and business use insurance are checked.

Lost child procedure from outings

Regular head counts are carried out on children throughout the outing. In the unlikely event of a child going missing whilst on an outing the following procedure will be implemented immediately:

- All staff will be aware of the procedure when a child goes missing and supply information to support the search, e.g. a recent photograph and a detailed description of clothing
- The organiser will be informed immediately and all staff present will be informed. Some staff will be deployed to start an immediate thorough search of the area, ensuring that all other children remain supervised, calm and supported throughout
- If appropriate, on-site security will also be informed and a description given
- The designated person in charge will immediately inform the police
- The designated person in charge will then inform the nursery who will contact the child's parent/carer(s) giving details of what has happened. If the whole setting is on an outing, all contact details will be taken on the trip by the person in charge
- During this period, staff will be continually searching for the missing child, whilst other staff maintain the safety and welfare of the remaining children
- It will be the designated person in charge or the manager's responsibility to ensure that there are adequate staff to care for the children and get them back safe, a member of staff to meet the police and someone to continue the search (this may mean contacting relief staff)
- Any incidents must be recorded in writing as soon as practicably possible including the outcome, who was lost, time identified, notification to police and findings.
- In the unlikely event that the child is not found the nursery will follow the local authority, and police procedure.
- Ofsted must be contacted and informed of any incidents.
- With incidents of this nature parent/carer(s), children and staff may require support and reassurance following the traumatic experience, management will provide this or seek further support where necessary
- In any cases with media attention, staff will not speak to any media representatives
- Post-incident risk assessments will be conducted following any incident of this nature to enable the chance of this reoccurring to be reduced.

Lost child procedure from Nursery

In the unlikely event of a child going missing within/from the nursery, the following procedure will be implemented immediately:



- All staff will be aware of the procedure when a child goes missing and supply information to support the search, e.g. a recent photograph and a detailed description of clothing
- The nursery manager will be informed immediately and all staff present will be informed. Some staff will be deployed to start an immediate thorough search of the nursery, followed by a search of the surrounding area, whilst ensuring that some staff remain with the other children so they remain supervised, calm and supported throughout
- The manager will call the police as soon as they believe the child is missing and follow police guidance. The parent/carer(s) of the missing child will also be contacted
- A second search of the area will be carried out
- During this period, available staff will be continually searching for the missing child, whilst other staff maintain as near to normal routine as possible for the rest of the children in the nursery
- The manager will meet the police and parent/carer(s) and will then await instructions from the police
- In the unlikely event that the child is not found the nursery will follow the local authority and police procedure.
- Any incidents must be recorded in writing as soon as practicably possible including the outcome, who was lost, time identified, notification to police and findings.
- Ofsted must be contacted and informed of any incidents
- With incidents of this nature parent/carer(s), children and staff may require support and reassurance following the traumatic experience, management will provide this or seek further support where necessary
- In any cases with media attention, staff will not speak to any media representatives
- Post-incident risk assessments will be conducted following any incident of this nature to enable the chance of this recurring to be reduced.

No smoking policy

Children's health and well-being is of the utmost importance for the nursery. Smoking has proved to be a health risk and therefore in accordance with legislation, the nursery operates a strict no smoking policy within its buildings and grounds. It is illegal to smoke in enclosed places. You are respectfully required to abstain from smoking whilst on the premises.

This rule also applies to staff, students, parent/carer(s), visitors, contractors etc. Staff accompanying children outside the nursery are not permitted to smoke. We also request that parent/carer(s) accompanying nursery children on outings refrain from smoking whilst caring for the children.

Staff must not smoke whilst wearing nursery uniform as it is essential that staff are positive role models to children and promote a healthy lifestyle. If staff choose to smoke during breaks they are asked to change in to their own clothing and smoke away from the nursery premises.

We respect that it is a personal choice to smoke, although as an organisation we support healthy lifestyles and therefore help staff and parent/carer(s) to stop smoking by:

- Providing factsheets and leaflets
- Providing information of local help groups
- Providing details of the NHS quit smoking helpline <u>www.smokefree.nhs.uk</u>
- Offering information regarding products that are available to help stop smoking
- Offering in-house support.

Equipment and Resources

We believe that high-quality care and early learning is promoted by providing children with safe, clean, attractive, age and stage appropriate resources, toys and equipment. To ensure this occurs within the nursery we will:

- Provide play equipment and resources which are safe, and where applicable, conform to the BS EN safety standards for Toys (Safety) Regulation (1995)
- Provide sufficient quantity of equipment and resources for the number of children registered in the nursery
- Provide resources to meet children's individual needs and interests
- Provide resources which promote all areas of children's learning and development



- Select books, equipment and resources which promote positive images of people of all races, cultures, ages, gender and abilities, are non-discriminatory and stereotyping
- Provide play equipment and resources which promote continuity and progression, provide sufficient challenges and meet the needs and interests of all children
- Store and display resources and equipment where all children can independently choose and select them
- Check all resources and equipment regularly at the beginning of each session and when they are put away at the end of each session. We repair and clean or replace any unsafe, worn out, dirty or damaged equipment whenever required
- Evaluate the effectiveness of the resources including the children's opinions and interests
- Encourage children to respect the equipment and resources and tidy these away when play has finished. This is into a designated place via the use of silhouettes or pictures the children can match the resource to.

Large Garden Equipment

It is well known that exercise is vital to aid the physical development of young children and to encourage them to continue a healthy lifestyle into their adult years. At the nursery we encourage the children in our care to join in all sorts of different physical activities and provide a range of resources to make it fun and enjoyable.

Children have plenty of opportunity to play in the fresh air through outdoor play. In the garden we have a range of large outdoor equipment. Whilst this provides lots of opportunities for developing new physical skills and enjoyment, it also brings danger. Children need to learn about danger and risk taking, however in order to make our garden a safe environment and to reduce the risk of possible accidents we have put the following procedures in place:

- All children will be supervised by a responsible adult at all times.
- Children will be taught the dangers of the equipment in a way that is suitable for their stage of development and understanding.
- Children will be encouraged to take turns and share equipment.
- The equipment will be checked for animal faeces before use and cleaned if necessary.
- The equipment will be checked for wear and tear/ damage regularly and withdrawn from use if faulty.
- Children will be encouraged to participate but will not be made to do any activity that they are uncomfortable with, for example the climbing frame.

Critical Incident

At the nursery we understand we need to plan for all eventualities to ensure the health, safety and welfare of all the children we care for. With this in mind we have a critical incident policy in place to ensure our setting is able to operate effectively in the case of a critical incident. These include:

- Flood
- Fire
- Burglary
- Abduction or threatened abduction of a child
- Bomb threat/terrorism attack
- Any other incident that may affect the care of the children in the nursery.

If any of these incidents impact on the ability for the nursery to operate, we will contact parent/carer(s) via phone/email/text message.

Flood

There is always a danger of flooding from adverse weather conditions or through the water/central heating systems. We cannot anticipate adverse weather; however we can ensure that we take care of all our water and heating systems through regular maintenance and checks to reduce the risk of flooding in this way.



Our central heating systems are checked and serviced annually by a registered gas engineer and they conform to all appropriate guidelines and legislation. If flooding occurs during the nursery day, the nursery manager will make a decision based on the severity and location of this flooding, and it may be deemed necessary to follow the fire evacuation procedure. In this instance children will be kept safe and parent/carer(s) will be notified in the same way as the fire procedure.

Fire

Please refer to the Fire Safety policy.

Abduction or threatened abduction of a child

At Grass Roots Private Day Nursery we take the safety and welfare of the children in our care extremely seriously. As such we have secure safety procedures in place to ensure children are safe whilst within our care, this includes safety from abduction.

- Staff must be vigilant at all times and report any persons lingering on the nursery's property immediately.
- All doors and gates to the nursery are locked and unable to be accessed unless staff members allow individuals in.
- Parent/carer(s) are reminded on a regular basis not to allow anyone into the building whether they are known to them or not.
- Visitors and general security are covered in more detail in the Visitor's Policy.
- Children will only be released into the care of a designated adult, see the *Arrivals and Departures Policy* for more details.
- Parent/carer(s) are requested to inform the nursery of any potential custody battles or family concerns as soon as they arise so the nursery is able to support the child.
- The nursery will not take sides in relation to any custody battle and will remain neutral for the child. If an absent parent arrives to collect their child, the nursery will not restrict access unless a court order is in place. Parent/carer(s) are requested to issue the nursery with a copy of these documents should they be in place. We will consult our solicitors with regards to any concerns over custody and relay any information back to the parties involved.

If a member of staff witnesses an actual or potential abduction from nursery the following procedure will be followed:

- The police must be called immediately
- The staff member will notify management immediately and the manager will take control
- The parent(s) will be contacted
- All other children will be kept safe and secure and calmed down where necessary
- The police will be given as many details as possible including details of the child, description of the abductor, car registration number if used, time and direction of travel if seen and any family situations that may impact on this abduction.
- see Lock Down Policy for more details

Bomb threat/terrorism attack

If a bomb threat is received at the nursery, the person taking the call will record all details given over the phone as soon as possible and raise the alarm as soon as the phone call is terminated. The management will follow the fire evacuation procedure to ensure the safety of all on the premises and will provide as much detail to the emergency services as possible.

Other incidents



All incidents will be managed by the manager on duty and all staff will cooperate with any emergency services on the scene. Any other incident that requires evacuation will follow the fire evacuation plan. Other incidents will be dealt with on an individual basis taking into account the effect on the safety, health and welfare of the children and staff in the nursery.

Adverse weather

At Grass Roots Private Day Nursery we have an adverse weather policy in place to ensure our nursery is prepared for all adverse weather such as floods, snow and heat waves.

If any of these incidents impact on the ability for the nursery to operate, we will contact parent/carer(s) via phone/email/text message.

Flood

In the case of a flood we will follow our critical incident procedure to enable all children and staff to be safe and continuity of care to be planned for.

Snow

If significant snowfall is threatened during a nursery day then the manager will take the decision as to whether to close the nursery. This decision will take into account the safety of the children, their parent/carer(s) and the staff team. In the event of a planned closure during the nursery day we will contact all parent/carer(s) to arrange for collection of their child.

In the event of staff shortages owing to snow we will contact all available off duty staff and/or agency staff and group the children differently until they are able to arrive. If we are unable to maintain statutory ratio requirements after all avenues are explored we will contact OFSTED to inform them of this issue, recording all details in our incident file. If we feel the safety, health or welfare of the children is compromised then we will take the decision to close the nursery.

Heat wave

Please refer to our sun care policy.

Supervision of children

The nursery manager is responsible for all staff, students and relief staff receiving information on health and safety in the nursery in order to supervise the children in their care suitably.

Suitable supervision

- Children must be supervised at all times whether they are in or out of the building.
- Be aware that children can drown in only a few centimetres of water; children must be fully supervised at all times when using water play/paddling pools
- Special care should be taken when children are using large apparatus e.g. climbing frame, and when walking up or down steps/stairs
- A member of staff must supervise large outdoor play equipment at all times
- When outdoors, staff must be aware of any dangers relating to bushes, shrubs and plants
- Children must be supervised at all times when eating. Babies and toddlers should be closely monitored.
- Children must be carefully supervised when using scissors
- Children must be carefully supervised when using knives for cooking activities
- During outings staff/child ratios will be increased to ensure supervision and safety, see Outings policy
- If the nursery has hired a bouncy castle for the day then STRICT safety guidelines should be followed as laid down by the hiring company. A member of staff MUST supervise the children at all times.

This policy will be reviewed by management annually, who are responsible for ensuring the dissemination of this policy to all staff, volunteers and parents.