



How to Keep Holiday-Makers Safe

Be Responsible

- Never leave a child unattended or out of sight
- Be vigilant, some children will run off
- Don't model dangerous, silly behaviour
- Do not allow children into the kitchen or similarly risky areas
- Return to the house on time in the evening and in a fit state to care for your holiday-maker
- Wear sun block/sun hats in hot weather
- Do not swap with another helper, without permission from your group leader

Be Informed

- Read "kid's sheets"
- Lift and physically assist children carefully and thoughtfully
- Follow lifting and handling instructions closely
- Pay attention and listen at the briefing meeting
- Pay attention during the fire practice at the beginning of the week
- Be aware of your nearest fire exit
- Read this booklet and the helper handbook

Get help

- Remember that group leaders and senior helpers are available to support you whenever needed
- Remember first aiders are available by radio contact at all times
- Ask questions in your group meetings and read comments made by previous helpers
- **Ask for help if you need it or if you are unsure**



Personal Care

- Treat every child with dignity and respect and ensure privacy appropriate to their age and situation
 - Encourage able children to close the toilet cubicle door
 - Use the minimum number of people necessary when carrying out personal care
 - Try to have the same people repeatedly involved in personal care for a specific child over the week
- Involve the child as far as possible in their own personal care
 - Ask the child to do as much as possible themselves
 - Check your actions with the child at all times. e.g. *"show me how Mummy washes your hair"*
 - Tell the child what you are doing e.g. *"I am washing your back now. Now I'm going to dry you"*
- Be responsive to a child's reactions
 - If a child becomes upset or distressed during personal care make sure you mention this to your group leader
 - If a child looks 'sore' or uncomfortable ask the nurse to take a look
- Never do something unless you know how to do it
 - Don't be afraid to ask senior helpers to show you how to do things or to help you if you are having difficulties
 - Only designated senior staff should carry out invasive procedures, including administering any kind of medication
- Follow basic hygiene and legal rules
 - Only people who are PVG checked may undertake personal care
 - Always wash children with a flannel or sponge rather than bare hands
 - Wear plastic gloves when changing pads or cleaning up any bodily fluids, such as wiping bottoms
 - Always wash your hands before performing any intimate care
 - Always wash your own and your child's hands after using the toilet
 - Only give personal care to children of the same sex
- **Ask for help if you need it or if you are unsure**



Communication

We are all very different people. Here are some tips to help holiday makers understand and to be understood.

- When you are talking, speak clearly and look at the individual at their eye-level
- Give them plenty of time to respond
- Ask them questions but don't ask too many closed questions, which require just Yes or No answers.
- Give them choices and an opportunity to speak. Don't rush the person into answering; they may need some time to think
- Use "commentary" to start interactions: talk about what you are doing together
- Use the timetable to help them to organize and sequence the days. Talk about what a fun, exciting time you are going to have together.
- Play alongside a child or young person, copy their actions as way of bonding with them. Then try introducing a new activity e.g. "look at this ball splashing! Can you make your toy splash in the water?"
- Try and use basic Makaton signs to accompany your speech
- If they have a communication system, such as a communication board or hearing aid, make sure this is available and working.
- **Ask for help if you need it or if you are unsure**

Last updated 01/06/18

For further info email: sue@supertroop.org



Valuing children as individuals

- Caring for and treating every child as unique
- Giving children enough time to take part, to do things for themselves, to understand and to be understood

Treating children with respect and dignity

- Addressing every child with respect
- Never referring to a child, or talking about them, as if they are entirely defined by their disability, nor referring to a child with any other derogatory / inhuman term
- Never discussing one child in the presence of another, or talking about a child who is present as if they were deaf or non-existent
- Giving the best possible care that can be provided

Being loved and cared for

- Providing access to communication equipment at all times, and listening to children when they need to communicate, even if someone is not easy to understand
- Being given information about what is happening before it happens and being given explanations of procedures before they occur
- Being given opportunities to play and choices of what to do

Keeping a child safe

- Being aware of risks in the environment, and not exposing children to unnecessary risks
- Protecting their identity and personal information
- Building relationships of trust and monitoring for signs of abuse or distress
- Talk to someone if you have concerns

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A promise to our holiday-makers

During the SuperTroop holiday

Wherever you are

Whoever you are with

Whatever you are doing

These are your fundamental rights

To be valued as an individual

To be treated with dignity and respect

To be loved and cared for

To be kept safe

To have fun



Managing Behaviour

- Make sure you read the information on the “kid’s sheet”
- Prevention is always better than cure: keep a young person busy and active, but also give them time to rest if they need it
- Model good behaviour: set a good example to follow
- Remember to praise them when they are being good, even (especially) if this is just sitting still or waiting nicely
- If they are not being so good, be clear and consistent about what they shouldn’t do
- Perhaps, give choices on what you should do next together. Let them feel in control of their activities.
- Recognise their feelings. It may be unreasonable to bite, kick or scream but it is not unreasonable to be angry or unhappy. Try to help them find acceptable ways to express themselves.
- Encourage holiday makers to find a way out of difficult situations e.g. “*what could we do to make this better?*”
- Exploit opportunities to teach positive behaviour e.g. “*let’s do this*” rather than “*don’t do that*”
- There may be a person, activity or song which can encourage holiday makers to get involved or to move around. Use these treats wisely or they can lose their power and become unhealthy fixations
- **Ask for help if you need it or if you are unsure**



Helper Code of Conduct

At all times:

- Put the holiday makers' safety and well-being first
- Respect and support your fellow volunteers

This means:

- Ask for help when you need it, give help without judgement when you are asked
- Be compassionate and patient when others are struggling
- Lead by example and model positive behaviour
- Treat holiday-makers as you would want to be treated
- Take your time, especially when lifting or in personal care situations, and do not cut corners
- Do not shout, threaten, restrict or punish
- Stay informed: pay attention during briefings; read risk assessments, kids' sheets, handbooks and guides.
- Take care of yourself as well as taking care of others

...and have fun – it's a holiday!



Best Practice Guide for Volunteers