

Volunteer Guidelines – Childcare Volunteer – Crèche

The childcare volunteer is there to help the Children and Young People's Practitioner (CYPP) in providing care for the children whilst their mothers are attending activities.

1. Please arrive 15-20 minutes before the start of the session to help set up.
2. Put on your volunteer lanyard.
3. Sessions in the crèche normally include some physical activity, so please be appropriately and modestly dressed in order to avoid embarrassment to you, the children and other workers.
4. Greet the mother and their child/ren when they arrive and make sure you know the children's name and that they know yours.
5. If this is the family's first visit, help them to settle in. The Children and Young People's Practitioner (CYPP) or Sessional Children's Worker will make sure the correct forms are completed.
6. The lead CYPP or Sessional Children's Worker (Creche Lead) is responsible for all the children in nursery and will allocate task appropriately; their instructions need to be followed by volunteers. **eve** endeavour to treat all volunteers equally in the nursery session. If you have any concerns about anything in the safe running of the nursery, please raise this in the first instance with the lead staff member and if this is not possible, please speak to the Volunteer Coordinator.
7. If a child is distressed during the session and you are unable to comfort them, check their buggy or bag to see if they have a comforter with them (dummy, bottle, blanket or toy). If not, another worker may be able to help or you can ask mum to come back into the crèche for a while.
8. Nappy changing/taking children to the toilet. The Creche Lead will take responsibility for toileting and nappy changing.
9. If a child has an accident and needs first aid, alert the other crèche workers as soon as is practicable, follow your first aid training in collaboration with the Creche Lead. Phone for assistance if necessary. Depending on the seriousness of the accident, you may be asked by the Creche Lead to call mum to the child. After you have dealt with the accident, the Creche Lead will complete an Accident form in the crèche Accident book, give them an accurate account of what you witnessed as necessary. If you use anything from the First Aid kit, please inform a CYPP or Admin so that items can be replaced.
10. Ensure the play activities are appropriate to the age and stage of the child.
11. Professional Boundaries. Conversations between staff and volunteers must be kept on appropriate topics at all times in the nursery and in front of parents. There should be no sharing of personal information or life experiences/history.
12. If at any time during the session a child shares with you or acts out anything which may indicate a child or vulnerable adult will be hurt, or someone is taking part in any illegal activities, you cannot offer confidentiality with this. You should not try to deal with this, you should alert a staff member to help as soon as possible and report it

immediately to the Creche Lead. The Creche Lead will deal with the incident according to **eve** Child Protection Policy and Procedures.

13. **eve** operates a nonviolent policy including no aggression physically or verbally. If you have any difficulty managing a child's behaviour, please ask for support from staff.
14. Please be sensitive to the needs of the service users and be aware that they may be distressed following group work and may not want to chat with you when they collect their children. However, please be prepared to share any essential information about the child, as necessary.
15. After the session, please help the Creche Lead to tidy up and leave the room as you found it. Clearing the room within 15 minutes where possible.