

Procedure if a parent could not be contacted if a child was ill

1. If a child becomes ill during a NAP Club session every attempt will be made to contact the parent/carer.
2. First make the child as comfortable as possible and reassure them that we will try and contact their parent.
3. Secondly the phone number would be taken from the registration book and numbers would be tried in sequence; home, mobile and then work leaving a message on each number where possible.
4. If this is unsuccessful attempts will continue to be made to contact parent every 20-minute intervals. In the meantime, continue to make child comfortable away from other children, cared for by a member of staff, ratios allow. This would be until parent/carer arrives at 6pm.
5. During the session every attempt would be made to contact the parent/carer.
6. If the child's condition worsens, emergency contact numbers would be phoned.
7. If necessary, emergency illness procedure would be followed.

Date to be reviewed: July 2028

Date amended: July 2025

Date signed off: July 2025

Signed: Jools Granville

Signed: Kathleen Williams