

Volunteers' Handbook 2023



Monday 24th July to Friday 28th July 2023

Finmere CE Primary School

Mere Road, Buckingham, Buckinghamshire MK18 4AR

This handbook was last updated May 2023

There are additional policy documents and “how to” information posted in the Tool Box at www.lighthousecentral.org.

Lighthouse is a faith activity and our prayer is vital. Please try to get Lighthouse on the prayer agenda of your church and to pray faithfully for all our helpers, for the children and for God’s blessing over the whole week.

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1. What Lighthouse is about

Lighthouse is a holiday week for children run by Christians from local churches. As Christians we believe that the Bible is God's word to us. That is, it shows us how to live and, above all, that God sent His son, Jesus Christ, into the world to die, so that our sins may be forgiven, and to rise from the dead, so that we might know Him. We know from our experience that God is able to provide a peace and a hope that cannot be found elsewhere.

At Lighthouse our aim is for children to discover God's amazing love for us all. We aim to present God the Father, Son and Holy Spirit, to allow children to explore the Bible and to give opportunities for them to accept Jesus as their Saviour and special friend.

It is our clearly stated aim that no child should be harmed, or endangered, whilst at Lighthouse. It is important that all helpers should read the sections on *Safeguarding* and *Guidance for Volunteers* in this handbook. We rely on the care and vigilance of all our helpers to ensure that children are kept safe from harm.

Lighthouse began in Great Missenden and Prestwood in 1987 and has grown steadily since. We are immensely grateful to the schools who give permission to hold Lighthouse on their sites, and for the help they have given at every stage. It is up to every single person to make sure that we are welcomed back again next year!

2. The Lighthouse day for Children

A detailed timetable and site map will be issued at training sessions.

- All the children will meet together for 'Main stage' at the start and end of the day. Here the daily theme is introduced with worship songs and other activities
- Children then spend most of the day in their own age group under the supervision of an Age group Leader. Within each age-group they may be split further into small groups of 8 - 10 children called Lighthouses. Each Lighthouse is run by a Lighthouse Keeper (LHK) with one, or more, younger helpers called Lamplighters (LL). This year, any children going into year six will be called Fireflies and given some additional responsibilities; they may be helping with the other age groups for parts of the day.
- In between the 'main stage' sessions, the day is split into five 30-minute sessions – two Discovery (teaching) sessions, drama, craft and games – plus lunch.

3. Summary of Roles and Responsibilities

There are lots of different roles at Lighthouse. There is a full list, including briefs at www.lighthousecentral.org. See below for examples of roles and responsibilities:

Trustees	<ul style="list-style-type: none"> • Overall management of Lighthouse • Overall responsibility for safeguarding policy enforcement
Age Group Leaders (AGL)	<ul style="list-style-type: none"> • Co-ordinate activities for age-group • Lead and support Lighthouse Keepers and Lamplighters in age-group • Prepare and deliver two whole-year Discovery sessions each day • Review the provided teaching materials for Lighthouse sessions and enable Lighthouse Keepers to use these materials with children.
Lighthouse Keepers (LHK)	<ul style="list-style-type: none"> • Oversee a 'Lighthouse' of approx. 8 - 10 children throughout the week • Work with the AGL to deliver Discovery sessions • Support and manage their Lamplighters.
Lamplighters (LL)	<ul style="list-style-type: none"> • Assist Lighthouse Keepers in looking after children in group throughout the week.
Special Needs Helpers	<ul style="list-style-type: none"> • Work with children with additional needs to help them access Lighthouse
Craft Co-ordinator	<ul style="list-style-type: none"> • Plans craft programme consisting of one session each day for each age-group • Ensures that each age group has the materials it needs for that day's activities
Drama (Performing Arts) Co-ordinator	<ul style="list-style-type: none"> • Plans drama programme consisting of one session each day for each year-group
Sports Team Co-ordinator	<ul style="list-style-type: none"> • Plans games programme consisting of one session each day for each year-group • Leads sports team, which delivers the games programme.
Music Co-ordinator	<ul style="list-style-type: none"> • Selects appropriate songs for the week • Organises music, copyright etc.

Stage Team Co-ordinator	<ul style="list-style-type: none"> • Leader of the team that prepares and delivers the Mainstage sessions.
Helpers Children Co-ordinator	<ul style="list-style-type: none"> • Looks after volunteers' children at the beginning of the day during the early morning team meetings and worship session for volunteers.
Techies Team Co-ordinator	<ul style="list-style-type: none"> • Co-ordinate sound, light and all technical aspects.
Helpers' Refreshments Co-ordinator	<ul style="list-style-type: none"> • Co-ordinate the helpers' comfort zone which serves hot and cold drinks throughout the day.
First Aid Co-ordinator	<ul style="list-style-type: none"> • Co-ordinates first aid facilities for helpers and children.
Admin Co-ordinator	<ul style="list-style-type: none"> • Overall responsibility for administration before and during Lighthouse.

4. Believe, Belong, Behave: Code of Conduct

Our Code of Conduct is how Lighthouse expects all our volunteers to conduct themselves at training sessions and during the Lighthouse week. Please read this carefully. If you are a Volunteer at any Lighthouse we make the assumption you have read it and agree to fully abide by it.

TOGETHER WE BELIEVE THAT:

- Children at Lighthouse should experience the best week possible
- Every child and volunteer should be able to meet together in an open, positive and accepting environment where they are safe, valued and happy
- Their safeguarding and well-being is our Number One priority
- Lighthouse should be an unashamedly Christian week filled with fun and friendship

TOGETHER WE BELONG TO OUR LIGHTHOUSE BECAUSE WE WILL:

- Fulfil the job we have volunteered for to the best of our abilities
- Support our Team Leader to work together as a team
- Be attentive to the children's welfare at all times
- Be aware of and comply with Safeguarding practices
- Tell our Team Leader if we have any issues or concerns about a child or another helper
- Help the children enjoy themselves and join in with the various activities
- Take a break only when our Team Leader organises it and return promptly
- Read the Volunteers Handbook and understand the information in it
- Act and speak appropriately, with no bad language

- Dress appropriately including footwear, wear our red shirt and badge at all times, clearly visible, not covered up and no fashion statements (no bare midriffs, wearing shirts off the shoulder, builder's bums, very short skirts or shorts)
- Be on time for all meetings including any before Lighthouse
- Not use our mobile phones except during breaks and never photograph or film a child or take a photograph of any helper without their permission
- Not smoke or bring alcohol on site

TOGETHER WE BEHAVE:

Towards others as we expect them to behave towards us

- With respect
- Politely
- Responsibly
- Safely
- With care, kindness and love

5. General information for ALL Lighthouse helpers

Start of the day – Please be on site by 9.20 am at the latest. Helpers' older children should be taken to their Lighthouse area where supervised activities are provided for them.

Morning meeting/ReFuel – The morning meeting is for ALL helpers (except essential registration, security and staff looking after helpers' children) and is held in the main hall. This meeting is important for our spiritual and practical preparations and is not optional! Please arrive promptly *at 9.30 a.m.*, ready for a team briefing followed by information on the day's theme and worship.

Refreshment zone & Pastoral Care – Breaks will be agreed with other members of the age group team. Volunteers will bring their own lunch / snacks / water, although there will probably be supplies of cake provided! Tea / coffee available in the staff room. Lighthouse provides pastoral support for any helpers who find that they need help or would value prayer for personal issues during the week – please talk to your age group leader or Alice

Child Safety & Protection – Please make sure that you wear your official Lighthouse badge and t-shirt at all times. Your t-shirt or Lighthouse hoodie must be worn on top of any other clothing to be clearly visible. Be ready to challenge (firmly, but politely) any adult without a badge, especially anyone spending a long time staring at the activities going on, trying to talk to the children / younger helpers, or doing anything else which you think is suspicious; or notify Lighthouse security, the site manager or AGL.

Please read and note the sections on Safeguarding / Guidance for Helpers/ Behaviour Policy guidelines later in this manual.

Leaving site – No helper should leave site without clearance from their team co-ordinator. Helpers less than 16 years old for legal reasons need to stay on site at all times unless written parental permission to leave the site has been provided. Once on site the AGL has overall responsibility for all children in their age group. If a child needs to leave the site, for example due to illness, the AGL, First Aid Co-ordinator or Admin team must call the child's parent/guardian. If a child needs to leave the site for a planned appointment the parent/guardian should make the registration team aware of this in advance.

First Aid – Please be aware of qualified First Aiders in your teams (Issy, Helen and Yvonne). Children who are injured, or unwell, should normally be taken to the First Aid area.

Incident Book – AGLs, other team leaders and the admin office will each have an incident book in which to record anything serious that happens during the day to a child or a helper. The First Aid incident book will enable the team to make a record, one copy of which will be sent home with the child and one will be kept by LH. The incident books need to be kept secure at all times as they may contain confidential information. At the end of the week these books should be returned to the Admin Co-ordinator.

Don't feed the children! – From experience, we have learnt to be very cautious about food allergies etc. Please don't bring any nuts or nut-containing product to Lighthouse as some of the children who attend are likely to have severe allergic reactions.

Mobile phones and photography - Due to Safeguarding issues, **no photography of children** is allowed. General pictures for the web site and publications will be taken by a nominated photographer on behalf of the Lighthouse. This is a necessary precaution for everyone's protection.

Appreciation and commitment - Each year Lighthouse gets wonderful feedback and appreciation from children and parents thanks to the effort and enthusiasm of our helpers. Please remember that this is a holiday week for the children, not the helpers! Do support each other in your Lighthouses and other teams; don't leave other team members to struggle on alone. *If you are a LHK/LL and need to leave the group at any time, make sure that your children are cared for and that someone else knows where you have gone.*

Electrical testing – If you need to use any electrical equipment (CD player, etc.) that plugs into mains electricity, please check with the Techie team BEFORE you use it. Even if it is brand new!

Smoking – no smoking on site

Chewing gum – Please dispose of chewing gum thoughtfully in the bins provided.

Cars and bikes – Please walk, cycle or car share wherever possible to avoid car park congestion.

6. Lighthouse registration and end of day

6.1. Helper Registration

There will be a register for helpers at the entrance to the site. Please sign in/out as you arrive/leave during the day. This is particularly important so that we know who is on site in case of fire.

6.2. Children's Registration

Children whose parents, carers or siblings are helpers at Lighthouse on that day may arrive with their carer at 9.20 am. All other children will not be admitted until 10am.

On the first day, parents will be asked to bring the email confirming their child's place for registration and will be issued with bar-coded registration tickets. A scanning device is used to enter these onto the date base. They are asked to bring the relevant tickets when dropping off and collecting their children.

On arrival, children come with their parents to the Registration area.

Children will be welcomed by a team of LLs and taken to the area of the playground where their age group is congregating or to their room. Here they will meet their LHKs.

Children's badges will be provided to LHKs for children allocated their group.

AGLs, please be aware that occasionally children turn up at the wrong age group. If a child is not on your age group register, or you are concerned that the child should not be in your age group, please advise the admin office.

LHKs will be given a list of their children in their Lighthouse to confirm their attendance day by day. They should use this list throughout the day to check that they still have all their children with them. This will also be checked by the AGL. Any concerns about extra or missing children, please contact the admin office immediately.

The Special Needs Co-Ordinator will be aware of any child with special needs notified to us. He/she will be available at registration times to talk to parents if required.

A representative of First Aid will be present at registration to take medicines as appropriate and to answer any queries from parents. Sick children should not be sent to Lighthouse; parents will have been notified of this in the documentation. A form is filled in by the parents for any children requiring medicines during the day - dosage, permission, storage, what happens at the end of the day etc. Inhalers and auto-injectors will be kept by the child themselves if they are deemed old enough and responsible by the parent. Other medicines will be kept by First Aid, in the First Aid area.

6.3. Children's end of day

Parents who arrive early will not be allowed onto site until they are invited in to collect their child/children.

The registration team will ask parents to queue up, and will control the flow of adults with tickets in the 'car park' area outside the gate to the playground. When the adult arrives at the gate to pick up their child, the AGL checks the ticket and calls the child forward. AGLs stationed at exits will re-check and collect the ticket before letting the child leave with the parent/guardian.

Adults without a collection ticket should be asked to wait until the rush has ended. The AGL must confirm the identity of the adult with the child. If the AGL has concerns they should escort the child to the admin office so that a telephone call can be made to the contact number(s) we have on the database.

7. Notes for Lighthouse Keepers and Lamplighters

The children spend most of the day in their own age group under an Age Group Leader (AGL). Within each age group they are split further into small groups of 8 - 10 children, called Lighthouses. Each Lighthouse is run by a Lighthouse Keeper (LHK) with one, or more, younger helpers called Lamplighters (LL). **You are at the heart of Lighthouse.**

Your job is to care for the children in your Lighthouse throughout the week. This entails:

- Meeting them at Registration and taking them to their room
- Counting them (before and after moving from place to place)
- Helping and joining in with the various activities
- Helping them to enjoy themselves, and being attentive to their welfare
- Eating with the children at lunch
- Providing drinking water as necessary
- Taking them to the toilet, where necessary.

LHKs should ensure that all children in your Lighthouse are engaged and that no child is favoured. It may be helpful to give specific responsibilities to your LLs.

Be prepared to help and join in with all the activities (drama, games, Discovery, craft) under the direction of the team leaders. There are more notes on the various activities further on in this handbook. LHKs and LLs have a particular role in the Discovery sessions, using materials and activities planned by the AGL to reinforce the teaching theme through the small groups. This is a particular opportunity to get to know the children and build relationships with them.

Break Time – For LHKs and LLs these are taken at the direction and discretion of the AGL/LHK. When taking a break during a Lighthouse session this should be *15-minute maximum* and then swap with your LHK/ LLs, without disturbing the session. There is a Refreshment area for helpers with free hot and cold drinks. There may be an opportunity to have a short break at lunchtime if you team up with another Lighthouse to ensure all children are looked after.

Toilet runs – Helpers must never be alone with a child. This is for your protection (from allegation) as well as theirs. There is a toilet area attached to each age group space. Wherever possible, encourage the children to go to the toilet in groups between sessions. Otherwise, where individuals need to go two helpers must accompany the child. AGLs, we suggest that you arrange individual Lighthouses to “team up” so that one LL from each Lighthouse can do the toilet run at each occasion.

Remember, if you have a problem of any kind that you cannot cope with, your AGL is there for you to turn to.

8. How to support children with Special Needs

All children are individuals and will need different amounts of help to engage in the activities at Lighthouse. Even children with the same type of special needs will be very different and it is important that you respond to their individual needs.

Clear instructions, given one at a time, will help every child to listen more carefully to what you’re saying.

Clear boundaries will help children to know what they can and cannot do. For example, we’re not allowed to run now but you can run in our games session. Make sure the children know what is expected of them- for example when they need to sit and listen. You can use words like ‘Now’ is time to sit and listen ‘Later’ you can play with your friends.

Rewards help every child to engage, particularly children with behavioural problems. You could try giving children stickers and aim to getting 10 stickers for a prize at the end of the week.

Praise and Encouragement is good for every child. If you have a particularly difficult child make sure you always encourage them when they do something good (no matter how small this is).

ADHD – Attention Deficit Hyperactivity Disorder means that a child will have difficulty concentrating and may find it hard to sit still.

ASD – Autism Spectrum Disorder means that a child will have difficulties in social communication skills, this means an unstructured environment can be very scary. It can help to tell children with ASD exactly what’s happening in the day, and give them five-minute warnings before they have to change activity.

Downs Syndrome – Children with Downs Syndrome have particular outward features that identify their disability. Children with Downs Syndrome often take a little bit longer to learn things than other children, this means they may need a bit more help to carry out activities.

Sensory problems – Everybody experiences the world through their senses. Some children find the information their body gains about the world around them difficult to process.

This means they might not take in what you say to them straight away or may run around and jump up and down as a way of helping them process information.

The Special Needs team is there to support these children. If a child is proving particularly challenging with their behaviour, or you think may require 'time out' from the normal Lighthouse activities please speak to your AGL who will assess the situation and may take the child to the 'Lifeboat' (special needs) area.

9. Notes for Lighthouse Age Group Leaders

AGLs will be issued by email:

- A database report of the special needs of children in their groups. Please treat this report as confidential, but pass on necessary details to LHKs and LLs.
- A list of children expected, and who have registered on each day
- Registers of children in each Lighthouse.

Preliminary database reports will be sent weekly by email from the Lighthouse database, but are subject to change as allocation of places continues up to the beginning of Lighthouse as some children drop out, and others on the waiting list are given places.

If you do not have facility to print reports at home, please contact your Admin team.

Any reports that you print out **MUST** be treated as confidential and securely destroyed when no longer needed

The Admin team will issue you with an incident book on site before Lighthouse.

AGLs please do not brief LHKs and LLs in front of the children, especially if there is something to discuss that "we need to improve on"!

For consistency, all Lighthouse age groups from the 5s through to 10+s are required to follow the main theme of teaching for each day as agreed by the Lighthouse Trustees.

How these are applied is down to the individual age groups.

10. The Lighthouse Discovery (teaching) Programme – notes for AGLs and LHKs

10.1. Teaching notes and Aims

Teaching notes will be shared well in advance of Lighthouse. It's important that you become familiar with the stories and teaching aims. Then take some time to pray, it can be simple and not long, just ask 'what does God want to say to your Lighthouse through you and the teaching material?' Ask Him to guide you as you lead the children through the week.

10.2. The importance of following and guiding the children

Knowing the material is vital because it's down to you to bring the message of the day home. To take it to a personal level and help them apply that directly into their life situations. We will provide worksheets in the activity books along with the puzzles and pictures. These worksheets will help you to take the children through the day's teaching and find how it is meaningful for their lives.

Remember what the main points are for each day and what you see God is trying to say to them. Your goal for your Discovery session is that the children understand the main point of the day and what it means for them. Think carefully about the main points. Do you have any stories and experiences from your or your family's life that would apply? Personal application is quite important as it demonstrates that the point being made also works in our lives. Asking the children questions can be helpful to them. What do you think ___ means? Can anyone tell me when ___ can help us? Where and when can we use this in our lives? Tailor your questions to get the children to the place where they understand the main point of the day. The worksheets will be handy here as some of them will be conversational and question based. Think about other helpers in your group. Make sure everyone gets an opportunity to contribute.

Pray for the children and don't be afraid of praying with them. It's a good idea to set the scene by using prayer, open up and close your chat about the teaching by saying a simple prayer; you could even encourage the children to pray. There are lots of ways to make prayer fun, just think that prayer is not a monologue, but rather a creative and interactive conversation. Prayer within the group should include everyone. Do not force a child to pray, but insist that if they choose not to pray they must respect those who do. They do this by being quiet and still when the rest of the group are praying.

11. Discovery afternoon sessions

The afternoon Discovery session is a time for the daily teaching theme to be reinforced through a variety of activities. It is a time when relationships can be built within the Lighthouse.

With direction from the AGL the LHKs and LLs lead much of the session within their group. It's a good opportunity to talk with the children about the theme. To find out what it means to them, help them explore it and apply it using the various activities offered. It is also a good opportunity to talk with the children about believing, trusting and following, in ways appropriate to the Age Group.

12. Other Lighthouse activities

12.1. Mainstage

At the beginning of the day there is a mixture of songs, games and the day's theme.

The Stage Team rely on LHKs and LLs to set an example to the children by not talking and concentrating on what is happening on stage. Please help them to keep the children focused; a gentle tap on the shoulder and a 'Shh' is normally all that is needed. Other teams please don't talk around the edge of the room. If you need to have a conversation, please leave the room. Please note, if you are in the mainstage session, taking part is obligatory – doing the song actions is not optional!

12.2. Drama

Each day all children will have one session of Drama.

12.3. Craft

Craft is always one of the children's favourite sessions and you do not need to be particularly talented to take part, because the activities are designed to be simple enough for children to carry them out with minimal assistance and clear instructions are always provided. Please note that the craft programme depends on participation of LHKs and LLs to help children complete their project in the time available.

There is a different craft activity available each day. These will take place within the age group area.

All LHKs and LLs will probably need to stay with their Lighthouse throughout the craft sessions. A Craft team member will lead each table and will be responsible for demonstrating the craft, but often children, especially the younger ones, need assistance to complete the craft. Others may require an additional activity, which will be available, if they finish early.

12.4. Sports

A programme of sports and games has been organised for the week. Each age group will attend one session each day. All children should be encouraged to participate. Children who do not want to join in can watch.

13. Our Policy for Managing Behaviour

Within Lighthouse there are standards of behaviour that everyone is expected to observe:

- Children may not hurt themselves, hurt others, or damage equipment or surroundings
- Smacking or hitting a child is NEVER acceptable at Lighthouse
- Our overall aim is to encourage good behaviour through praise and rewards (e.g. stickers etc.)
- We will ensure that all children understand how they are expected to behave. Some children may need several reminders and appropriate early intervention by helpers

- Should children continue to exhibit unacceptable behaviour, the LHK will talk to them and say why that behaviour must stop. This will be done as calmly as possible and without humiliation
- Should further action be necessary, a child should be temporarily separated from friends, or whatever is encouraging the difficult behaviour. They could be moved to a different place within the group, perhaps next to a LL or LHK
- If the problem continues, the AGL should be involved to talk to the child and reinforce what the LHK has said
- The next step would be for the child to be removed from the whole activity and to sit at the side and watch for a period
- Finally, they will be given a warning that if their behaviour does not improve, they will be sent home from Lighthouse. If they are given this warning, the AGL will talk to their parent/carer at the end of the day and agree that if the unacceptable behaviour continues, the child will be sent home and will not be able to return to Lighthouse.
- If a child's behaviour is causing immediate harm to themselves or others appropriate action will be taken to keep themselves and others safe.

The above policy is to give an idea of the procedure in dealing with unacceptable behaviour. As LHKs get to know the children in their group they will know how to apply these steps in the most appropriate way for each child.

14. Guidance for all helpers on keeping yourself safe

14.1. Keeping safe

We will do all we can to ensure that children and young people are treated with respect, as individuals. The welfare of the child is paramount. The following recommendations provide a framework within which children should be safe from harm, and adults protected from false allegations or temptation.

Do treat all children and young people with respect.

Do watch your speech, tone of voice and body language.

Do praise and encourage the children.

Do set clear boundaries for children and make them aware of the consequences of stepping over those boundaries. (See the Lighthouse policy on behaviour.)

Where possible there should be a gender balance among helpers.

Don't invade a child's privacy whilst washing or toileting. Younger children may ask for help with clothes. If they can manage on their own then respect their independence.

Don't play rough, physical, or sexually provocative games. Don't give piggy backs, swing the children, or let them use you as a climbing frame. Accidents do happen and a child could get hurt, and so could you.

Don't be sexually suggestive about, or to, a young person, even in fun.

Don't touch inappropriately, or intrusively.

Don't scapegoat, ridicule, or reject a child or young person.

Don't show favouritism to any one child. Some children will want to sit on helpers' knees and hold hands. That's fine as long as one or two children don't dominate and take the majority of your attention.

Don't go outside the shared areas of Lighthouse with a child. Don't be alone with children in potentially vulnerable situations. If a one to one chat or prayer is requested, make sure you are in clear view of others.

Don't permit abusive peer activities (e.g. ridiculing, bullying, rough physical games, etc.).

Don't allow unknown adults access to children. All Lighthouse Team Members can be easily identified by their badges and Lighthouse t-shirts. No stickers on badges please. Authorised visitors on site will be wearing Visitor badges.

14.2. A word about touch

Some children, especially younger ones, are very affectionate. Touch is part of the way we express love to others. We don't want to keep children at arm's length, but we must be sensitive and realise our responsibilities. Holding hands, or a hand on the shoulder, is often enough for children to feel you care.

15. Tips for Praying with children

Praying is part of being a friend of Jesus and it's great to pray with the children that we are working with in the Lighthouses. Here are just a few guidelines to consider and help you when you pray with the children.

- Be friendly and encouraging
- Don't go anywhere on your own to pray with a child. Make sure you are in clear view of others
- Don't lay your hands on a child
- Listen to what the children want to pray about
- Don't laugh at or dismiss what the child/children want to pray for
- Speak slowly and clearly without using Christian jargon
- Keep your prayers short and simple so that you know they have been understood.

Bear in mind that praying is allowed to be fun!

Praying can take many forms; you can get the children to say their prayers; you can encourage the children to write their prayers down on paper and 'post' them to God by putting them into a box; or you can ask the children to draw their prayers. These are just examples, praying can be done in so many ways and it is great to encourage the children to experiment with the way they pray.

16. Children who want to know more

We have a fantastic opportunity at Lighthouse to share the love of Jesus with children who don't know him and to help those who do, grow. The children have the opportunity to hear about Jesus and respond to what they hear. Jesus emphasises how important response is (Matthew 7:24) but this must be done very sensitively and appropriately with children.

17. Safeguarding information

17.1. Dealing with an allegation of abuse

Abuse falls into four categories, which can be defined as follows:

1. *Physical Injury* - Any injury to a child or young person, which may be caused by a family member or other person with responsibility for their care.
2. *Neglect* - A failure to meet a child or a young person's basic needs for food, warmth, protection and care.
3. *Emotional Abuse* - The persistent, severe emotional ill treatment, or rejection, that severely affects the emotional and behavioural development of a child or young person.
4. *Sexual Abuse* - The use of a child or young person to meet an adult's sexual needs.

The most important consideration for all team members is to safeguard and promote the welfare of the children and young people in our care. Any allegation of abuse must be taken seriously and Lighthouse has a duty to report it to the relevant statutory agencies. Allegations may come from a child, or young person, themselves and may relate to abuse from a family member, or someone outside the family that could be a teacher, youth leader, pastor etc. No group of people are exempt from being abusers.

If a child or young person begins to tell a team member about abuse, it is VITAL that you do the following:

- Never promise to keep it a secret and not to tell anyone.
- Listen carefully but do not press for information.
- Reassure the child, or young person, that they have done the right thing by telling someone.

- Pass the information immediately to your AGL. This is confidential information; do not discuss it with anyone else.
- It is the responsibility of the AGL and Safeguarding Officer to write-up the information as soon as possible, using the child's own words to describe the abuse.

17.2. Important things to remember

- It is not the responsibility of Lighthouse to investigate the truth of any allegation. This is the responsibility of the Police and Social Services.
- What has been disclosed is very confidential and should only be shared with others on a need-to-know basis. The first person to be told of the abuse may be asked to provide a statement for the Police.
- After telling of abuse a child or young person can be distressed, frightened and worried about what will happen next. They should be reassured that they have done the right thing and should not be left on their own.
- The best interest of the child or young person, and the need for the abuse to stop, comes before the interests of the organisation or the abuser.

18. Fire and other emergencies

Please ensure that Fire Exits are kept completely clear at all times.

Please familiarise yourself with the Evacuation plan at the start of the Lighthouse week.

Always be on the alert both in sight, sound and smell for anything that might suggest any problem. If you do detect anything, always alert Control through someone via mobile phone or go direct to the Admin Office and make your report. (Make sure that any children you are responsible for are cared for and that someone else knows where you have gone.)

If it becomes necessary to clear the building, the following repeated announcement will be made.

ATTENTION PLEASE. HERE IS AN IMPORTANT ANNOUNCEMENT. EVERYONE MUST VACATE ALL MARQUEES AND BUILDINGS. PLEASE MAKE YOUR WAY QUIETLY, BUT PROMPTLY, TO YOUR EVACUATION AREAS.

Children should be taken in Lighthouses to the playground. It is important for helpers to remain with their children and ensure that all are accounted for. There will be no movement of cars permitted during the emergency.

When the emergency is over, the following announcement will be broadcast.

ATTENTION PLEASE. IT IS NOW SAFE TO RETURN TO NORMAL ACTIVITIES.