



Code of Conduct

Road Safety

- Buggies we borrow should be in a good working order. If you use our buggy, it will also be in good working order, clean and have a clean footmuff or cocoon for younger babies.
- For safety, walking routes will limit time on very busy roads and we will avoid walking on isolated paths away from populated areas.
- When crossing roads, we will ideally cross at pedestrian crossings, otherwise at safe places in the road.
- Carers will not have headphones in as they walk and any phone use will be kept to a minimum – maybe just a text to let you know that all is well.

Unwell or Unsettled Children

- If your child is mildly unwell (i.e. has a cold) then the walk can go ahead. Walks should be cancelled if your child is very unwell and may deteriorate on the walk; this includes children with vomiting and diarrhoea. Please contact us as soon as you can if you need to cancel. If you are unsure if your child is well enough, please contact us.
- If your child becomes unsettled on the walk, we will do our best to settle them. Please make sure they have a comforter (that can be attached to them/the buggy) if this helps. It's very unlikely but if the child remains very distressed then we will contact you and might need to return early – we'll do our best to avoid this and give you the break you need.
- As you'll be aware, children can become unhappy if they are hungry – don't we all? Please ensure your child has had adequate food before they set off. Carers will not give food or medicine on walks however we will offer milk or water if you wish.

Route Planning and Risk Assessment

- Before each walk, the carer will visit the area and plan a safe route, taking advice/suggestions from the parent if offered. Normally this will be a circular route so the child will never be too far from home.
- Walks will always be using paths/pavements for the safety of the child and carer. There may be some locations unsuitable for Walk-a-bye Baby walks but we'll do our best to find a place that works.
- It may be necessary to make slight changes to the route due to road works, weather conditions and other unforeseen circumstances.
- Due to the walks being in public places, it's impossible to plan for everything so routes may be changed at the last minute. We will notify you (by text) if you would like to be kept in the loop as we walk.



Inclement Weather

- In poor weather, safety is the main concern. If the pavement conditions make it unsafe then walks will be cancelled. When this occurs, there will be no charge and any payment made will be refunded in full. Weather conditions in these cases could include ice, snow, flooding and lightning. Cancellations can be made by the parent or Walk-a-bye Baby carer.

Child Protection

- Carers have received child protection training and adhere to the approach taken by the Scottish Government in "Getting it right for every child" (GIRFEC). GIRFEC states children should be: safe, healthy, achieving, nurtured, active, respected, responsible and included.
- If we have concerns about children in our care, normally we would discuss this in the first instance with the parents. If we are still concerned or have reason to believe that any child in our care is being abused in any way, we will report the matter to the Local Child Protection Team who will advise on how to deal with the situation and if necessary seek the involvement of Social Care Direct and/or the police.

Helping Hand Tasks

- We're happy to help with many jobs round the home if you make a Helping Hand appointment. Light cleaning, folding or hanging up washing, tidying up, washing dishes, changing bedding. If there is a particular way you like things done, do tell us – we don't mind being directed and want this to be a very useful time to help you get on top of things.

First Aid and Emergency Procedures

- By signing the Client Profile Form, you are agreeing to the following:
 1. In the unlikely event of an illness or accident, we will provide first aid to your child.
 2. In addition, in the very unlikely event of an emergency, and if you or the emergency contact cannot be reached, you are willing for your child to be given hospital treatment, including anaesthetic if necessary. We will make every effort to contact you as soon as possible.
- If there is an accident or incident, you will be contacted as soon as possible and when your child is brought home to you, the carer will complete an accident/incident report and ask you to read it and sign it.

Confidentiality

- Any information given to us, either verbally or in writing, regarding your child or your family will be treated as private and confidential.
- Parents will only have access to their own child's records. All documentation relating to your child is stored on my computer which is secured with a password or in a locked filing cabinet.



- We will not discuss your child with others without your permission. We will however divulge confidential information to Social Care Direct or the police if we have any concerns that your child may be at risk of harm or being abused.

Cancellations

- If you cancel the appointment with less than 12 hours' notice, you will still be required to pay for the walk.
- If the Walk-a-bye Baby carer cancels the walk due to illness or unforeseen circumstances, we will give you as much notice as possible and try to reschedule the walk for a date suitable for you. If we are unable to find an alternative date, you will be refunded any payments made.

Items to send with your child:

- Buggy rain cover
- Weather-appropriate clothing
- Milk or water (no food)
- Comforter or dummy (attached to child's clothing or buggy as appropriate)
- Nappy change kit: it's up to you if you would like us to change a nappy on the walk. Carers will only change nappies if there is an appropriate place with baby changing facilities.

Carers will bring:

- Client Profile Form for the child
- Emergency Contact Form for the carer
- Basic first aid kit
- Accident record book
- Hand sanitiser gel
- Charged mobile phone
- If it's the first time the carer has met the family, we will bring photographic ID, our PVG certificate, insurance certificate, first aid training certificate and child protection training certificate for your peace of mind.