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| POLICIES AND PROCEDURES  C:\Users\Debbie\Documents\Logos\Titirangi_Logo_Master.jpg reduced.jpg  SCHOOL HOLIDAY PROGRAMME  500 SOUTH TITIRANGI ROAD  **WAR MEMORIAL PARK**  Phone 817 7448 |

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# Mission Statement

The HOLIDAY PROGRAMME MISSION:

Is to provide a safe and caring environment for children between the ages of 5 and 13 years. The programme’s focus is to offer a range of activities, outings, arts and crafts, games and sports that is age appropriate, healthy and fun. This programme aims to be affordable and accessible to the families in our community and to ensure that the welfare and interests of children, and other vulnerable people, in our programme are first and to this end we follow the ‘Paramountcy Principle’.

# Programme Policies

**Rationale:**

The Titirangi Community House School Holiday Programme Policies and Procedures are reviewed regularly by the management and staff.

**Objective:** To create opportunity to formally review all Policies and provide guidelines for all staff and personnel.

**Guidlines:**

1. To formally review all policies no less than annually or within the first month of the appointment of new management and thereafter every three years.
2. Recommendations are to be made to the Management Committee regarding amended policies.
3. Staff are involved in the consultation process and are to be made aware of any changes to programmed policies and procedures.
4. Staff are informed of all Policies on their appointment and given a copy in their Staff Manual.
5. The programme policies and procedures manual will be made available to parents/caregivers to read at all times.
6. Notice will be given to parents/caregivers of any changes to programme policies and procedures through a newsletter and/or notice board.

**Summary**:

A regular review of Policies will contribute to a safe working environment for staff and children.

## Programme Hours

The standard programme hours are Monday to Friday from 9am to 3pm.

Before and After Care is available one hour (8.00am – 9.00am) before the commencement of the programme and for 2.5 hours (3.00pm – 5.30pm) after the day’s programme has finished.

An additional fee that is charged for this service.

The School Holiday Programme runs for two weeks each term break and for three weeks in January.

This programme does not operate in December,

## Fee Procedures

All fees are payable at the time of booking.

Payment is to be made by cash or direct deposit.

Bank account details are available on the Enrolment and Days Required forms.

Receipts are issued at the time of payment and will be sent out by email or available at the office.

**Fees are non-refundable.**

A penalty fee may be charged for accounts in arrears of more than two weeks.

Any discrepancies in fees should be directed to the Community House Managing Coordinator.

## Enrolment Policy

An enrolment form should be completed for every new child who attends a School Holiday Programme.

The enrolment form should contain the following information:

* Name and age of child
* Ethnic Origin of child
* Parent/caregiver’s name(s), address and phone numbers
* Contact phone number (if parent is not home during programme time)
* Parent’s consent for staff to administer First Aid or seek medical attention if necessary
* Custodial Information
* Disclaimer cause
* Signatures of parent/caregiver and programme representative and date
* Allergies and medical conditions
* A signed Medicine Form if required
* Days and times child will attend (Days Required Form)

**It is the parent’s responsibility to inform the supervisor of any changes to the details supplied at the time of enrolment.**

## Confidentiality

All information about families must be treated confidentially. All files holding confidential information will be secured and kept away from unauthorized persons. The rules of the “Privacy Act (2020)” must be adhered to.

It is a requirement of the Ministry of Social Development thatall enrolment forms, incident/accident reports be kept for a period of time. These forms will be kept secure and the information will be used for statistical and auditing purposes only. All private information will be kept in the strictest of confidence.

Parents/caregivers of children enrolled should receive written information about the programme at the time of enrolment, and may include, hours and times, contact people for the programme, aims and content of the programme, fees, procedure of uncollected children and any other general information.

Notices are displayed on the Sign in/out desk.

**The following records must be kept for at least two years:**

* **Daily attendance**
* **Details of accidents and First Aid or medicine administered**
* **Financial accounts**
* **Discipline undertaken**
* **Complaints and outcomes**

# Complaints Procedures

If any parents have complaints about the programme or staff members they should:

Approach the supervisor who will attempt to rectify the situation.

If the parent is still unhappy they should then contact the manager of the programme.

Further complaints must be made in writing and must contain details of the grievance and desired outcomes. The manager will respond to the complaint within 14 days. Where possible, a mutually agreeable outcome will be sought.

The supervisor will keep the management informed of any verbal complaints received.

Wherever possible the requests of parents will be incorporated in programme planning and

design.

If a parent has a complaint staff will follow the following procedures:

Ask that another staff member be present;

Let the parent explain the complaint fully. Write it down if necessary and read it back making sure the substance of the complaint is understood;

Try to come to an agreement about a course of action, remedy, some kind of positive action;

Seek further support in achieving the agreed outcome from the manager;

If the parent is still unsatisfied then the staff member will suggest that the complaint be made in writing to the manager.

All serious complaints e.g. verbal, physical or sexual abuse, or unsafe conditions that are being neglected, must be put in writing and addressed by the manager.

Management can be contacted on 09 8177448 or 0272177448, email admin@titirangihouse.co.nz

# Programme Environment

# Positive and Child-Focused Environment

There are clearly defined play areas for the programme, which fall within the

boundaries of the Community House.

Children attending the programme will be made aware of the defined play areas and the

Importance of staying within these boundaries, including the importance of staying where staff can see them, ensuring supervision at all times.

There is a cellular phone at the programme, which will be kept readily accessible and

charged for the use of the staff to contact parents if a child has not turned up, or in the case

of an emergency or for parents to contact the programme.

All play equipment will be checked for safety and suitability and will be regularly checked and

maintained each school term.

The premises will be clean for the children on arrival and appropriate programme equipment

set up.

All toxic items, poisons and hazardous equipment and rubbish will be stored correctly and

securely before the children arrive at the programme.

The programme provides a smoke free environment for the children.

There is an area where children can be alone if they wish and a 'quiet area'.

Appropriate modifications will be made for children with special needs.

**Culture**

**Multicultural Policy**

**Goal:**

To fulfill the intent of the Treaty of Waitangi by valuing and reflecting New Zealand’s multi-cultural heritage.

**Purpose:**

* To ensure Maori perspectives are reflected, in the programme’s activities
* To enable our staff and user groups to understand, respect and show sensitivity to the values of Maori.
* To accept that knowledge and use of Te reo Maori may raise the esteem of the programme users and staff.
* To provide an environment that recognizes and supports Tikanga Maori.

**Guidelines:**

* To ensure that all staff are aware of this policy and its implications.
* Use of Te reo Maori will be encouraged within the programme.
* Activities promoting Te Reo and Tikangi Maori and bicultural issues.
* The programme will reflect a welcoming atmosphere for parents/whanau.
* The Maori community will be encouraged to become involved in our OSCAR programme

## Positive Behaviour Management

It is the policy of this programme to provide clear guidelines as to what behaviour is expected from the children attending so as to provide a safe environment to be cared for in their holidays.

**Programme Rules**

The programme rules are intended to protect the rights of the children

* The right to be safe and feel safe
* The right to receive care, attention and support from programme staff
* The right to be treated fairly by the staff and other children
* The right to play and be included in activities
* The right to enjoy recreation and relaxation

The programme has clearly defined rules that are written and agreed to by the children and staff on the first day of the programme. These are called ‘Treaty Rules’. The rules are in appropriate language to ensure that the children understand what the rules are and are daily revisited at the morning roll call.

Treaty rules include

* Behavior toward other children and Staff
* Safety
* Boundaries
* Care for the equipment and environment
* Tidying up
* Language

**Discipline Plan**

In most situations, children only need an assertive reminder of the rule that they should be

observing.

When a simple reminder of the appropriate rule is not sufficient, it is the policy of this programme that there will be 3 separate warnings and the 4th time, parents/guardians will need to collect their child. The supervisor reserves the right to exclude from the programme any child who is constantly disruptive, unable to follow the programme rules, and/or a threat to the safety of themselves or others. A three step process will be adhered to with constant communication with the parents/ guardians.

The staff will at no time use corporal punishment or derogatory remarks to or about the children.

There will be no food/drinks withheld from the children.

Time-Out may be used in this programme allowing for a cooling down period of 5 minutes.

**Consequences**

Staff can ensure that unacceptable behaviour results in appropriate consequences. Messes have to be cleaned up. Arguments will be cooled down and if conflict can’t be resolved the arguers might have to play separately. Repeated abuse of a particular freedom may result in the temporary loss or restriction of that freedom. Deliberate and careless damage may have to be rectified financially but will definitely result in the person who caused the damage, doing some compensatory chore.

**Conflict Resolution**

When children are in conflict with each other, it is the policy of this programme that the staff uses problem solving skills to help the children resolve a conflict non-violently. It is the policy of this programme that the staff handles conflict resolution by using the least intrusive means possible in the particular situation.

How staff resolves conflict between children is to some degree a matter of personal style. Staff is not encouraged to solve children’s conflict for them. The following however are conflict resolution guidelines within the programme:

Help children define the problem

* Provide a cooling-off period if necessary
* Ask open-ended questions such as “What happened?” rather than “Did you hit?”
* Give each child time to tell his or her story
* Listen reflectively. “You’re saying ………….” “In other words …………….”
* Reflect emotional as well as factual content. “Sounds like you’re feeling ……………… because …………….”
* Avoid making judgments
* Help each child focus on what he or she needs

Encourage children to brainstorm to find out solutions

* Ask, “What could you have done differently?”
* Encourage children to offer many solutions
* Write down solutions
* Avoid judging children’s solutions
* Emphasize win-win solutions

Prompt children to choose a solution and act

* Children may need help understanding the consequences of a solution. “What do you think would happen if you did that?”
* Children may need help acting on their solution. Ask, “What is the first thing you need to do?” “How are you going to take the first step

## Stimulating and Varied Programme.

The programme aims to provide the children with a planned, balanced and

varied programme.

All children are encouraged to take part in the planned activities and will be given choices of activities including:

* group and individual activities
* organized and self directed activities
* active and passive activities
* indoor and outdoor activities
* Arts & Crafts
* Trip Days

Activities will be relevant and stimulating for the age of the children participating.

Developmentally appropriate equipment and materials will be made available.

Planned activities will aim to:

* develop respect for cultural diversity
* foster positive self concept
* develop social skills
* encourage children to think reason, question and experiment
* practice and refine literacy skills
* encourage creative expression and appreciation of the arts
* enhance physical development and skills
* encourage sound health, safety and nutritional practices
* encourage the wise use of leisure time

The staff-child ratio during programme time is a minimum of 1:10. There will be a minimum of two staff at all times.

The staff-child ratio on excursions is 1:6.

The staff-child ration around and in water is 1-3.

Programme planning will be done 2 to 3 weeks before the start of the School Holiday programme. Staff meetings will be held at least 1 week before start of programme and 1 week after the programme has finished, to discuss programme planning and any programme issues that need to be addressed.

## Adequate and Appropriate Space for the Children

There will be clearly defined play areas for the programme, which will be supervised by staff at all times.

## Safe Outdoor Play

We have the use of the Titirangi Play centre playground every day except Wednesday morning. When children use the Play centre next door, cones are clearly set out with bars in between making a walk way so the children can walk safely to and from the Community House to the Play centre.

We also have the use of the War Memorial Hall next door to our Community House as per needed. This is used like a playground for the children to run around in when playing sports or games. In the summer we walk our children down through the bush to the beach at Titirangi where they can play games on the grass area at the beach.

## Quiet Space Available for Children

Our small room in the Community House has been set up as a quiet room for children who want to read books or play board games. Our small counseling room can be used for a sick room when a child is unwell and waiting for a parent to pick them up.

Programme Operation

Planning

A planning meeting is held 5-6 weeks prior to each terms programme starting. The supervisor plus all staff participate in this planning and everyone’s ideas are looked at and decisions are made from that as to what is happening on the programme. We work as a team and staff has the opportunity to choose whether they want to do crafts/sports/cooking etc.

## Enrolment Procedures

An information/enrolment pack is sent out to parents/ caregivers approximately 2 to 3 weeks before the start of the programme. This is via email.

The enrolment form and Days Required form must be completed by the parent/guardian; including the medical section and signed consent if necessary. This needs to be returned with the payment before a child is confirmed enrolled and able to participate in the programme. There must be two or more contacts in case of an emergency.

No child is confirmed as enrolled until payment is received.

WINZ clients are confirmed enrolled when confirmation from WINZ is viewed by the admin staff at the Community House. At no time are we able to hold places open without payment being made.

## Dropping off and Collection of Children

Parents/guardians are to sign their children in and out on the roll every morning and every afternoon, recording the time of arrival and collection.

Staff will not release a child to a person who is not identified on the enrolment form.

Parents are to inform the supervisor if a person who is not listed on the child's enrolment form will be collecting them.

If an unauthorized person comes to collect the child, parents will be contacted for authorization.

Written permission must be given for children to leave the programme unaccompanied.

Parents need to contact the supervisor by 8.00 a.m. if their children will not be attending on the day.

## Absences

The following steps will be taken if a child does not arrive at the programme:

* Parents will be phoned.
* The local police will be contacted.
* The management will be notified.
* The Community House management will be notified.

## Late Pick-Ups

A late pick up fee of $15.00 will be charged to parents who do not collect their children

by 3pm if not booked into aftercare.

In the event of a child not being collected at the end of the programme, the following procedure will be adhered:

* One staff member will remain with the child.
* Parents/Guardians will be contacted if parents are unreachable,
* Emergency contacts will be phoned.
* If there is no contact with the parents within 30 minutes of the programme closing the child will be taken to the nearest police station.

A note will be left on the door of the community house indicating where the child has been taken.

## Transporting and Excursions.

Titirangi Community House uses public or a Charted Bus Company for transportation to trips/excursions.

1. Parents will be notified in advance of all activities planned away from the programme and a planned schedule will be posted on notice board.
2. Children will not be allowed to participate on an excursion unless parents/caregivers have signed a permission slip. Parents will be informed of the mode of transport.
3. The staff/child ratio on excursions will be 1:8 for standard excursions and 1:5near water. Staff will carry a cell phone for excursions.
4. Staff will only allow children to go to the toilet in pairs. If using a public toilet staff will stand outside.
5. A risk assessment will be made prior to all excursions.
6. An evaluation will be made of all excursions.
7. When picking up and dropping off children, the vehicle should park in a location that does not require children to cross a road. If after leaving the vehicle the children have to cross a road, this must be done under strict supervision of an adult.
8. Ongoing monitory of children while on excursion must take place. The Supervisor responsible must take a list of all children attending the excursion for roll call at necessary intervals.
9. Each adult must continuously monitor the children in their care/supervision.
10. Details of where the staff will be taking the children are written on the day sheet with departure and return times.
11. If there are insufficient adults to meet adequate ratios, the excursion will be cancelled.
12. When transporting children, ensure that the safest route is taken.

The following must be taken on excursions out of the centre:

* First aid kit
* Any medication to be administered while on the excursion.
* Medication is to be named and dosage required recorded and signed by parent/whanau.
* Sun hats, coats, drink bottles and food etc as necessary.

**Sending children home**-Any decision to send children home should be made by the programme supervisor. Alternative arrangements must be made for a child whose parents/caregivers are not available to pick up their children. Children should not be left to find their own way home or be allowed to return home if it is not known whether the parents/caregivers are available.

**Travel by private motor vehicle**.

All vehicles used will hold a current warrant of fitness, registration and insurance.

All staff/volunteer drivers will hold the appropriate full drivers license, be aged 25 years and over for the vehicle they are driving and have been police vetted. The driver will drive within the road laws.

Before travelling in the vehicle, the staff member will ensure that all children wear a seatbelt suitable for their age and size. At all times the children must sit down in their allocated seat. Sharing of seats is strictly forbidden. Children will be required to remain seated and not behave in a dangerous or distracting manner.

**Travel by Taxi or public Transport**

There must be one supervisor in the vehicle with the driver if travelling by taxi or other modes of public transport.

Taxi companies used will be a reputable firm with correct licenses, etc

At all times the children must sit down in their allocated seat. Sharing of seats is strictly forbidden. Children will be required to remain seated and not behave in a dangerous or distracting manner.

**Vehicle Breakdown**

The staff member in charge will:

* Phone the centre to inform the supervisor/manager of the situation.
* The supervisor and the staff member will discuss suitable alternative transport and organize for this to be undertaken.
* Ensure that the children are safe at all times.
* The supervisor will inform the parents of the breakdown if necessary.

**Vehicle Accident.**

In the event of a vehicle accident, staff member in charge or the driver will:

* Check to see if any children or other staff members are hurt, conduct first aid if necessary.
* Call the ambulance and the police.
* Comfort and calm the children.
* Take the required details of the other driver/people involved and any damage made to other vehicle(s).
* Take down details of any witnesses of the incident.
* Phone the centre to inform the supervisor/manager and organize alternative transport if necessary.
* Make an accident report on return to the centre.
* Inform the parents of the accident.

**Consent**

* Parents must have given written consent for each excursion (other than planned regular outings). This must be checked before the children can go on an outing. The roll is taken along with the allergy/medical list.
* Holiday programmes will provide parents with an itinerary of outings so that they can give written consent of all outings or indicate clearly which outings they do and do not give consent for.
* The consent form will detail mode of transport, i.e. private vehicle, taxi, bus, walking. If private vehicles are used, parents will be informed of vehicle and driver details.

The children will be organized into a buddy system when on walks and will walk double file

with at least one adult in the rear and one adult leading. When crossing a road one adult will stand in the

middle of the road to ensure any traffic is stopped before children begin to cross the road and will remain

there until all children have crossed.

Special Needs and/or Disabilities

Children with special needs will not be excluded from the programme providing that the supervisor is confident that the child's needs can be catered for without negatively affecting the other children and also to ensure that the child will benefit from being at the programme.

Full information about the child's requirements including medication, diet and supervision will be obtained from the parents and included with the child's enrolment form.

It is the supervisor's responsibility to ensure that all staff and volunteers are fully aware of the child's requirements and that they feel confident to provide the necessary care.

If the child will require further special aids, for example, modified facilities, extra staff or staff training, the supervisor will consult with management who will make the final decision.

**Health and Safety**

## Training

All new staff members will be inducted internally into the programme’s Policies and Procedures, health and safety, and basic training in First Aid, Child Protection and Community Wellbeing, Health and Safety and Behavior Management. When and where possible external training will be offered in behaviour management, health and safety, first aid, and child protection. A training log will be kept for each staff member.

## Risk Assessment

Risk Analysis management Systems, RAMS will be conducted before any trips/excursions and will be reviewed regularly for activities to assess potential risks and the actions staff and children should follow e.g. Kitchen/cooking activates, use of sharp objects. The supervisor will carry out on sight visits to the venue we are visiting before the programme starts.

Where available, a Risk Assessment form will also be supplied by any venue the School Holiday Programme may visit.

## Accident/Incident Register

The Accident/Incident Register is kept in the office with blank copies given to the supervisor each programme to have on hand for such accident/incidents that might happen. Also copies are kept in the draw of the volunteer’s office which is used by staff when a programme is in progress. They are filed in the office at the end of each programme when signed off and completed.

Incident Register for Community is held

## First Aid Kits

There are first aid kits in the kitchen on the wall and also in the cupboard in the volunteer’s office. These two kits are updated every term before the School Holiday Programme commences.

## Safety Checks of Facilities and Equipment

A safety check is done each morning when the supervisor comes onto the premises. The standard form (daily venue hazard check list) is used and at the end of the programme it is filed and kept in the office.

## Toilet Facilities

Staff check the Toilet facilities throughout the day to ensure they remain clean and tidy for use. At the end of each day the toilets and surrounding area are cleaned thoroughly. Each toilet door has an occupancy privacy lock. At no stage during the School Holiday Programme will the general public be admitted to the Community House building to use the toilets.

## Food Preparation Areas

All food preparations areas will be cleaned daily, staff will wash hands and ensure these areas are clean before preparing any food for the children and will follow guidelines on food preparation as recommended by the government agency- the New Zealand Food Safety Authority.

## Medicine Consent

A medical consent form must be completed and signed before a staff member of the Titirangi Community House can dispense medication. Refer to [Medicine Consent Form](#Medicine)

Medicine will be dispensed by one person only (usually the supervisor) and will be recorded.

### Storage of Medicines

All medicines will be kept out of reach of children, either in the fridge (the kitchen is out of bounds for children) or the main office, depending on storage instructions.

## Animals/Pets

No animals/pets to be kept at the programme.

### Animals Encountered on Outings

Following the recommendation is from Animal Control NZ’s educational resource pamphlet.

If staff and children encounter an aggressive dog:

* Never approach or tease an unfamiliar dog.
* Don’t run away or turn your back to the dog.
* Be ‘like a tree’ and stand in one spot
* Don’t stare into the dogs eyes, look at a point above the eyes or look at the ears
* Try to keep something between you and the dog such as a bag
* Don’t ever lie on the ground to protect yourself
* If you are knocked to the ground curl up into a ball and use your arms to cover your head.

## Cleaning

A commercial cleaner comes in once a week and a roster is used for SHP staff members to clean the House every afternoon while the programme is running.

The toilet facilities are checked and cleaned throughout the day to ensure they remain clean and tidy for use.

Cleaning equipment is locked away and out of reach of children.

## Unwell Children

If a child becomes unwell during the programme, a quiet and warm space (small counseling room) will be provided for them until their parents are able to collect them from the programme. They will be monitored to ensure their condition doesn’t require urgent medical attention. E.g. extremely high fever.

***DO NOT SEND YOUR CHILD/REN TO THE SHP If:***

* **You or your child/ren or family members do not have any symptoms associated with COVID-19 (e.g. fever, cough, sore throat, shortness of breath, sneezing/running nose, or loss of sense of smell)**
* **You or your child/ren or family members do not have, or are undergoing COVID-19 testing**
* **You or your child/ren or family members have not been in contact with any known or suspected cases of COVID-19**
* **You or your child/ren or family members have not returned, or been in contact with anyone who has returned from overseas within the last 14 days**

Any child experiencing cold / flu symptoms will be sent home immediately. The Titirangi Community House reserves the right to enforce this, based on a visual assessment.

## Smoke-Free Environment

**SMOKE FREE POLICY:**  This smoke free policy must be followed at all times. Staff may not smoke while on duty or when in sight of children, No Smoking signs will be placed though out the Community House. A designated smoking area that is out of bounds to all children will be approved by the supervisor.

## 

## Sun Safety

It is the policy of this programme to work towards creating a sun safe environment within the

programme grounds during programme time.

Staff and children will be made aware of the high-risk months for UV radiation. These high-risk months are from October to March inclusive.

Staff and children will be made aware that during the high-risk months, UV radiation levels are highest between 11 a.m. and 4 p.m.

During outdoor activities from October to March inclusive, children will be directed to wear sun hats when UV radiation levels are high.

Staff will act as good role models.

Children who do not have hats will be directed to play in shady areas.

All children will be encouraged to wear sun block before entering a swimming pool during the

high-risk months.

All children will be encouraged to wear sun block during programme time throughout the

high-risk months.

All children and staff when going on trips where they will be outside will be directed to have a

hat, sun block and suitable clothing to protect.

# Child Protection

1. **Principles**

We are committed to the prevention of any form of child abuse and to the protection of children and young persons. We are committed to working together with the police and Oranga Tamariki, and will report to these agencies and seek their expertise and support in the event of any investigations of abuse.

We endeavor to be familiar with the laws which serve to protect children and youth from abuse. Staff will not assume responsibility beyond the level of their expertise and training and will consult these statutory agencies and seek their expertise in child protection should the need arise. The safety and well-being of the children is of paramount importance and will be the primary consideration when any action or decision is made about suspected abuse.

1. **Training**

We are committed to developing and maintaining staff awareness of how to prevent, recognize and respond to abuse through appropriate training. As part of their induction, new staff must familiarize themselves with programme policy on child abuse and be encouraged to read any resource material.

1. **Definition of Child Abuse**

*“Any act by which an individual, institution or society as a whole that interferes with the well-being of a child or young person and deprives that child or young person of his or her rights.”*

Definitions of types of child abuse:-

* *Sexual Abuse* occurs when someone uses his or her power over the child, or takes advantage of the child’s trust and respect, to involve the child in sexual activity.
* *Physical abuse* is non-accidental injury by somebody and also includes abusive administration of drugs or alcohol to a child.
* *Emotional abuse* is when a child’s self-esteem is attacked by somebody to coerce the child in doing what the abuser wants them to do.
* *Neglect* is a denial of basic needs / rights of nurturing, food and shelter, so that the child fails to thrive. It must be seen as a form of child abuse.

Family violence may be witnessed / experienced by children and involve physical, sexual and emotional abuse.

**Responding to Child Abuse**

We will act on any recommendations made by statutory agencies concerning the official reporting of sexual abuse and on consulting with families in accordance with Section 15 of the Oranga Tamariki Act which states: “Any person who believes that any child or young person has been, or is likely to be, harmed (whether physically, emotionally, or sexually), ill-treated, abused, neglected, or deprived may report the matter to the chief executive [of Oranga Tamariki] or [the New Zealand Police].”

Staff will respond to suspected child abuse by writing down observations, impressions and communication that are causing concern.

Information volunteered by a child should be fully and accurately recorded.

No child should be interviewed or in any way questioned about the suspected abuse, particularly sexual abuse.

No staff member will act alone about suspected child abuse but will consult with the programme management. Where staff and programme management suspect child abuse has occurred and a child is unsafe, programme management is committed to promptly report the matter to the Police or the Department of Child Youth and Family.

Staff members involved in cases of suspected child abuse are entitled to have support. The programme will maintain knowledge of such individuals, agencies and organizations in the community that provide support.

When responding to a suspicion or disclosure of abuse the programme will follow this process:

Education and Training is provided for all SHP staff and Volunteers

Child or young person discloses abuse or abuse is suspected

Program Management will designate as the child advocates and should be trained in child abuse management

If immediate danger or safety is an issue act with urgency

Any factual concerns or observations about the safety of a child or young person should be dated documented and filed

Listen to the child or young person and reassure them they did the right thing

Inform Programme Management

Document any objective observations and anything said by the child

Consult with Duty Social Worker at the Oranga Tamariki for further advice

Ring Oranga Tamariki or the Police (child abuse team)

**↓**

Documentation on file will include an acknowledgement of receipt of notification from Oranga Tamariki and follow-up information.

Await further contact from Oranga Tamariki or the Police before taking actions

Get support for yourself from appropriate people

**Please note:**

**Information volunteered by a child should be fully and accurately recorded.**

**No child should be questioned about the suspected abuse, particularly sexual abuse.**

**Documentation may be subsequently used in court as evidence for either side.**

**Notes should be written down during the talk with the child or as soon as possible afterwards.**

#### Allegations of Peer Abuse

This organization will ensure that the safety of the child or young person is paramount and

no form of physical, sexual or verbal harassment or violence from peers will be sanctioned or

minimized in any way.

**Sexually abusive behavior will be defined as:**

*Any behavior that takes place without the willing consent of all individuals involved is*

*coercive or violent in nature and involved exploitation of power in any way.*

In situations involving serious identified abuse this organization will not attempt to manage the situation in isolation. In such cases referrals to Child, Youth and Family and/or Police will take place and their advice and intervention will be sought.

While the situation is being evaluated the children or young person concerned will be

separated. This organization believes that there are two issues to be considered:

one is safety, the other is reducing further emotional trauma for the victims who may be fearful and distressed if they are in contact with the perpetrators.

In some cases where the abuse has occurred at the programme, immediate suspension may be appropriate.

This organization will make every effort to keep specific and identifying information as private

as possible. Nothing will be passed onto the media from this organization and parents will

be asked to keep information as private as possible.

When an abusing child is enrolled at the programme there will be communication with the management and staff about risks involved. Co-operation of the family will be sought in doing this.

## Suspicions of Child Abuse

###### Reporting Procedures after Abuse is Discovered or Disclosed

This organization will act on recommendations made by statutory agencies concerning the

official reporting of suspected abuse and on consulting with families/whanau.

This organization reporting procedures for staff after child abuse has been discovered,

disclosed or suspected is:

1. To believe what the child or young person has said including what is seen.
2. To always take action in the short-term to ensure the immediate safety of the child or

young person. This means consulting with the management immediately if you

suspect there is an immediate risk of the child being abused again.

1. To reassure the child, not making promises or commitments that cannot be kept.
2. To record all concerns and observations, including exactly what the child or young person has said.
3. To avoid formally investigating the situation or interviewing the child and obtaining only necessary relevant facts.
4. To consult with management and never make decisions alone.
5. If there is no short-term risk, take time to consult thoroughly, to help well informed decisions be made.
6. To act on concerns. Not to leave it to someone else or hope that it will not happen again.
7. To take further action if a person responsible does not act on concerns.
8. To seek support for self as the tasks and situation will be stressful.

Where staff and management suspect child abuse has occurred and a child is unsafe, this

organization is committed to promptly reporting the matter to the Police or Child, Youth and

Family Services/or Police.

This organization will maintain knowledge of all staff involved in suspected cases of child

abuse and ensure appropriate support for all staff involved in disclosures.

**WHEN AN ALLEGATION OF ABUSE IS MADE AGAINST A STAFF MEMBER**

Where it is suspected that a staff member has perpetrated the child abuse or other person assisting with the programme the matter must be reported promptly to programme management.

Under no circumstances should the child making the allegation be exposed to unnecessary risk. This may require programme management to contemplate removal of the employee from the programme environment subject to the requirements of the applicable employment contract.

Programme management will ensure the following process is undertaken:

1. Child discloses abuse by a staff member
2. If immediate danger or safety is an issue act with urgency
3. Programme Management to be notified
4. Listen to the child or young person and reassure them they did the right thing
5. Inform programme management including Executive Committee
6. Document any objective observations and anything said by the child
7. Consult with Department of Child Youth and Family or Police (Child Abuse Team)
8. Programme Management to refer to the relevant employment contract
9. Programme Management to advise employee and see a response
10. Employee will be advised of their right to seek support/advise from union or other appropriate representatives
11. Programme Management to contemplate removal of the employee from the programme environment subject to the employment contract
12. Programme Management to maintain close liaison with Depart of Child Youth and Family or Police.

**SUPERVISION GUIDELINES**

To minimize the risk of actual or alleged abuse in the programme please follow these guidelines:

* + - All staff should examine the opportunities or possible situations there are for staff to be alone with children. This should be avoided wherever possible. If you are alone use extreme careful judgment.
    - All volunteer and outside instruction should be monitored by the paid programme staff
    - Whenever possible an open-door policy for all space should be used i.e. not possible for toilets. Staff should be aware of where all children are at all times and check to ensure what they are doing is appropriate
    - Be aware of situations where children are out of sight together i.e. dens, play huts etc., and supervise accordingly
    - If activities require 1:1 physical contact i.e. swimming classes, gymnastics etc. parents and caregivers should be advised
    - Unless requested by children or parents there is no need to assist school-aged children with toileting. If this situation arises ensure that other staff know you are toileting a child/young person and that parents are informed
    - Where a child or young person requires assistance e.g. intellectually or physically disabled, if possible, involve the parents/caregivers and outside agencies, such as Special Education Service to assist. If this assistance is not available, ensure that the staff members are aware of the appropriate procedures when giving assistance
    - As outlined in the Code of Conduct: “Staff will provide physical comfort or reassurance when needed by children, but exercise caution and restraint when initiating physical contact or displaying signs of affection.” Staff will not allow children to climb on them or sit on their laps.
    - Staff should avoid transporting a child or young person on their own at all times
    - Except in an emergency, children and young people are not to be taken from the programme without written consent

## *Allegations of abuse and situations that raise concerns about the safety of a client or associated community member.*

***Guidance****:*

We will act on any recommendations made by statutory agencies concerning the official reporting of any issues of concern and notifications made by or against the public/community, and follow processes for recording these incidents, such as an incident register and with consultation of families in accordance with Section 15 of the Oranga Tamariki Act which states: “Any person who believes that any child or young person has been, or is likely to be, harmed (whether physically, emotionally, or sexually), ill-treated, abused, neglected, or deprived may report the matter to the chief executive [of Oranga Tamariki] or [the New Zealand Police].”

Staff will respond to any suspected abuse by writing down observations, impressions and communication of the incident that is causing concern.

Information volunteered by a child should be fully and accurately recorded.

No child should be interviewed or in any way questioned about the suspected abuse, particularly sexual abuse.

No staff member will act alone about *issues of concern* but will consult with the programme management. Where staff and programme management suspect an *issues of concern* has occurred and a member of the community is unsafe, programme management is committed to promptly report the matter to the Police or Oranga Tamariki.

*Documentation on file will include an acknowledgement of receipt of notification from New Zealand Police or Oranga Tamariki and follow-up information.*

When responding to a suspicion or disclosure of an incident about *issues of concern* the programme will follow this process:

#### 

Report to the Programme Management who will promptly contact the Police and/or Oranga Tamariki

If immediate danger or safety is an issue act with urgency

Any factual concerns or observations about safety of any community member should be dated documented and filed

Listen to the community member, child or young person and reassure them they did the right thing

Consult with Duty Social Worker at the Oranga Tamariki for further advice if a child is involved

Document any objective observations and anything said

Await further contact from the Oranga Tamariki or the Police before taking actions

Documentation on file will include an acknowledgement of receipt of notification from the Police and/or Oranga Tamariki and follow-up information.

Get support for yourself or staff members from appropriate people

Staff members are entitled to have support. The programme will maintain knowledge of such individuals, agencies and organizations in the community that provide support.

RECRUITMENT POLICY

**Rational:**

To ensure that the needs of the children are met and the programme must be staffed with competent personnel who are prepared to work in a co-operative and supportive manner regardless of their designated position.

**Purpose:**

* To provide the basic for appointment of staff
* To ensure that all staff appointed are willing to adopt the policies, practices and programmes of the school holiday programme
* To ensure that the person be best suited, on the information provided is appointed
* To ensure that all applicants receive equal access and consideration for appointment

### Recruitment:

It is the responsibility of the Managing Coordinator, at least one Committee Member and the SHP Supervisor to recruit all paid staff according to the following procedure and clearly prescribed by the VCA:

* Appointment procedures should meet the requirements of the relevant legislation and industrial agreements
* All appointments must be able to demonstrate their ability to carry out the required duties and have suitable qualification and or experience.
* The Managing Coordinator , a Committee Member and the SHP Supervisor are delegated the responsibility for the appointment of all staff
* Information containing relevant details will be given to the applicant upon appointment to their position.
* At the completion of the appointment process all documents for unsuccessful applications will be either returned or destroyed
* A copy of the successful applicant/s will be kept on file
* In the event of there not being a suitable applicant the position will be re-advertised
* Confidentiality will be maintained on all information accumulated on each applicant, including information elicited during the interview or supplied on the application form and curriculum vitae and referees’ reports
* No person with a conviction for sexual crimes, drug offences or crimes of violence may be employed at the programme
* Police vetting is required for all successful candidates. The police vetting information will be retained on file. The information will be stored in a lockable cupboard and will remain confidential to all staff with the exception of the Manager, Administrator and Programme Supervisor
* Offers of employment are subject to Police vetting suitability of the candidate
* Successful applicants will sign a statement confirming that they will abide by programme policies.
* Staff will be provided with an employment contract and a full job description that states responsibilities, Position Objective, duties and personal qualities.

**Process:**

* Confirm the identity of the Applicant (two forms of ID)
* Complete a minimum of two referee checks by phone
* Checking the applications qualifications – seeing original Certificates
* Establishing the applicants work history in chronological order for the past 5 years
* Complete a police check
* Complete a risk assessment if a result has been received

Copies of CV’s and interview records will be kept.

### OSCAR Staff Code of Conduct

Titirangi Community House Holiday Programme aims to create an environment for children that are stimulating, fun, caring and safe. In order to achieve this, staff should be aware of these professional guidelines.

**Treat all children with dignity and respect, this means:**

* You recognize that all children have the right to feel safe and to be safe.
* You are not to physically punish children or in any way intentionally harm children, either physically or emotionally e.g. by ridiculing, threatening, or abusive behavior.
* You provide physical comfort or reassurance for children through touching or cuddling but do not force on children any unwanted affection or touching.
* You do not seek physical contact from children in order to meet your needs.
* You take care to ensure any activity suits the age and ability of the children participating.
* You can encourage and assist children but do not force children into any activity.
* You communicate programme rules and boundaries clearly and are fair and consistent with children who misbehave.

**Always be aware of safety, this means:**

* When supervising children, you give this task your complete attention.
* If a situation is unsafe you act immediately and /or get help.
* If you see any possibility that an activity could cause an accident or injury you must stop the activity immediately.
* You talk with the Programme Manager about incidents where safety was a concern.

**Act professionally, this means:**

* You read and make sure you understand your job description
* You remember that you are role models for children’s behavior.
* You are punctual and ready for work at the required time.
* You are dressed appropriately and are “fit for work”.
* You do not smoke at the programme
* You do not discuss adult topics around children.
* You do not allow yourself or other staff/visitors to be alone with children.
* You are friendly and courteous to parents.
* You respect the confidentiality of any discussions with parents about children’s behavior, check with the programme Manager, they should be present when the issues are more serious.
* Any observations/concerns regarding child abuse must be conveyed to the programme Manager.
* Complaints about the programme must be referred to the programme manager.
* If you have any concerns or grievances you may also discuss this with the programme Manager or management representative.
* There is policy for behavior management, child protection, health and safety. If you have questions or concerns about any situation then talk to another staff member and refer to these other policies. You are expected to follow these policies and procedures at all times.

**Work as a team, this means:**

* Staff helps each other to do their job whenever possible.
* You ask for help and advice whenever it is needed. For instance, when there is a task that’s not understood or situation where you don’t know what to do.
* When anyone asks, they get help as soon as possible and are not critized for seeking help.

**Fit for work**

* You should turn up for work, ready and fit to perform your role in a safe and proper manner.
* Being “fit for work” includes:
* Being dressed appropriately (refer to Dress Code if relevant).
* Not bringing children or siblings with you unless expressly agreed to by the programmed manager.
* Not under the influence of non-prescriptive drugs, alcohol or other substances that reduce ability to perform duties.
* If prescription drugs you are using have the potential to impair performance, you must advise the programme manager.

**Serious Misconduct**

* Acts of serious misconduct may result in the staff member having their employment with the programme terminated without further notice or formal warning.
* The following are examples of the type of actions and behavior that we consider to be serious misconduct:
* Failure to disclose criminal convictions to the programme manager.
* Abusive or offensive behavior to any other person in the course of employment.
* Theft, vandalism, or unauthorized use of property belonging to the programme, another staff member, or any other person.

Falsification of programme records.

* Bringing into or consuming at the programme, non-prescribed drugs, or other dangerous substances.
* The disclosure to unauthorized persons of any confidential information belonging to their programme or concerning any children, families or staff members.
* Failure to record and report any workplace accident.
* Serious harassment of programme staff or families.

## Training in Responding to Suspected Child Abuse

This organization is committed to maintaining and increasing staff awareness through appropriate training to help staff recognize abuse and neglect and respond appropriately and accordingly.

This organization will ensure that all staff, including staff advocate will be trained in the management procedures for identification of child abuse and neglect.

This organization will ensure that all staff members are familiar with programme policy on

child abuse.

This organization will encourage all staff to read child protection resource materials.

**Programme Supervision**

At all times the overall Manager/ Supervisor of the programme will be no less than 20 year of age. The supervisor’s role includes the programme planning and staff management ensuring all policies and procedures are met.

## Minimum Staff: Children Ratios

The staff-child ratio during programme time is a minimum of 1:10 on site, 1:8 for excursions, and 1:5 near water-based activities. There will be a minimum of two staff at all times. Trip day venues to be visited by the programmed supervisor and then risk assessment forms **(RAM)** completed and signed off by both the supervisor and the Coordinator. Completed forms are to be shown to the staff and discussed with the children.

Programme planning will be done 4 to 5 weeks before the start of the School Holiday programme and 1 to 2 weeks after the programme has finished, to debrief and discuss any issues that need addressing and plan for the next programme.

There will be clearly defined play areas for the programme, which will be supervised by staff at all times so staff know where children are and will be within their sight and sound at all times.

## Visitors and Volunteers

Visitors and Volunteers of the programme will be supervised by permanent staff members and will not be left alone with the children. Volunteers under the age of 16 will not be included in the ratios.

## Attendance Record

A role is kept in the foyer with children’s names on. Office staff put a fresh one out each night for the staff when they come in each morning. Parents are to sign in their children and sign out their children when leaving each day.

## Safety from Cars

Children are not permitted to play in the car park area. Boundaries are made clear to children by the visible use of cones and barriers leading to the play centre next door. Children are reminded each morning at roll call where they can play and staff monitors this.

**Emergencies**

**Emergency procedures**

**Phone 111 ( fire, Police Ambulance )** The supervisor will phone 111 straight away, All staff must supervise children as needed, Evacuation if needed to be followed as per policy in place.

**Practice Drills:**

Staff are to carry out emergency drills to cover a variety of emergencies (i.e. fire drill, lock down, earthquake drill) once each week of the school holiday programme. A record of all practice drills will be kept noting date and problems encountered and remedial actions taken. Names of staff participating in drills must be recorded. Children will be shown the Evacuation procedure at the start of the programme

**Evacuation**

* **Fire Action** posters are placed though out the Community House.
* If you discover a fire, operate Fire Alarm and telephone 111 immediately.
* Gather all children and adults, checking all rooms as you go and leave the building promptly through the nearest exit which is the Front Door; an alternative exit is at the
* Assemble children (walk do not run) and staff outside War Memorial Hall. Take a roll call and count of children and staff to ascertain that everyone is accounted for. Stay at the assembly point until the ‘ALL CLEAR” is given.
* **Earthquake Action** posters are placed throughout the Community House.
* If an earthquake starts stay inside until main shaking stops. Staff to stay with children at all times. Checking toilets to make sure no children left in there.
* Shelter in doorways or under desks/tables to protect you from falling objects.

See Appendix 8 [Emergency Plan](file:///\\TCH1-HP\Users\Public\Share%20Folder\SHP\SHP%20Forms%20&%20Resources\Policies%20&%20Procedures\Emergency_Plan_2020.doc)

## Staff Training for Emergencies

A fire evacuation is done each week of a School Holiday Programme and documented.

Staff folders contain information and procedures

## Emergency Procedures Displayed

Emergency procedures are displayed in all rooms with Exit signs included where applicable.

## First Aid

Fully equipped first aid kits are in the Kitchen on the wall and in our volunteer’s office. There are notices in the Community House that indicate where these are.

It is a requirement of the Community House that all staff have a current first aid certificate. In the case of someone not having a current one they are not to be alone with a child by themselves or to administer any first aid.

**Buildings and Facilities**

## Facility Warrant of Fitness

Expiry date 15th March 2021

## Evacuation Plan

Signs are on the walls in each room as to the procedures needed to be carried out in the event of an evacuation. If the managing coordinator is on site, then that person is to act as the warden and see that procedures are followed accordingly. If the emergency requires a total evacuation of the building, then the assembly points are outside the building in the car park at the top end of the Playcentre next door as well as outside the main doors of the Memorial Hall.

An Emergency Plan is available in the Emergency Folder in the SHP office, with Parent/Guardian contacts.

## Exit Signs

Displayed in all rooms

## Safety Checks

Premises, Grounds and all Equipment and Furnishings used by the programme will be checked off daily for their safety.

## Phones

A landline is available at all times in the offices of the Titirangi Community House.

### Phones on Trips

Staff will carry a cell phone for emergences at all times.

No children will be allowed cell phones on trips or in the programme itself. If a child brings a cell phone, then they will be asked to drop it into a basket and pick it up at the end of the day.

**Phone Coverage**

Trips will be held in locations with cell phone coverage or access to a landline, e.g. accessible in less than 4-5 minutes from where the children are located.

**Staff and Management**

Staff Members and Volunteers

All staff and volunteers of the Titirangi Community House go through a recruitment process to ensure their suitability for the role and engagement with children.

## Recruitment – Positions are advertised in the local paper and also accessible on our website. Recommendations may also come from employed SHP staff.

## Interviews are to be conducted with at least one committee member, the School Holiday Supervisor and the Managing Coordinator, followed by police vetting and referee checks.

## Referees

Two referees are required when recruiting a new staff member.

## Induction

An induction form will be filled out ensuring the new staff member has:

* Provided all relevant documentation; including ID, Resumes, certificates, Police Vetting form
* Completed a Contact Details form
* Sighted and understands the Employment Contract
* Signed the TCH Code of Conduct & SHP Code of Conduct
* Had a tour of the building and completed the Emergency Checklist form
* Reviewed the Health & Safety policies and procedures
* Been shown and understands SHP Policies and Procedures
* Sighted and understands the Child Protection Policy
* Been shown how our programme operates
* An introduction to the present staff (at the next planned meeting)

## Staff Folder

All staff will receive a Staff Folder containing:

* Our Mission Statement
* A job description
* Relevant SHP policies
* Incident procedures
* Emergency plan and checklist
* Risk Assessment forms for trips & venues
* Time sheet information and instructions
* Children with Special Needs information and guidelines needs
* A copy of the full SHP Policies and Procedures

## Management and Site Supervision

The overall management of the programme will be conducted by the Supervisor aged no less than 20 years. No Volunteers/persons under the age of 16 will be included in the ratio, all visitors and volunteers will be supervised by permanent staff.

## Staff Contracts

A staff Core Worker or volunteers contract/service of agreement is signed for School Holiday Programme. The contract is only for that particular School Holiday Programme period.

# Staff Code of Conduct

**Objective:  *To create an environment for children that is stimulating, fun, caring and safe.***

## SUPERVISING CHILDREN CODE OF CONDUCT

The Titirangi Community House School Holiday Programme aims to create an environment for children that are stimulating, fun, caring and safe. We recommend that all staff commit to these guidelines that cover, in general terms, conduct and professional relationships.

This document should be read in conjunction with your relevant job description and employment agreement that explains the requirements of the TCH School Holiday Programme.

Please refer to the policies and procedures of our programme for specific guidelines on behaviour management, child protection, health and safety and employment matters.

***Treat all children with dignity and respect***

It is essential that all staff appreciate the important role that OSCAR services play in children’s development, especially how they shape children’s social and interpersonal skills, and their sense of self-worth.

*This means:*

* recognize that all children have the right to feel safe and to be safe
* do not physically punish children or in any way intentionally harm children either physically or emotionally e.g. by ridiculing, threatening, or abusive behaviour
* provide physical comfort or reassurance when needed by children, but exercise caution and restraint when initiating physical contact or displaying signs of affection
* clearly communicate programme rules and boundaries to children and be fair and consistent when responding to misbehaviour
* take care to ensure any activity suits the age and ability of the children participating
* encourage and assist, but do not force children into an activity
* consistently monitor children’s changing needs during the programme session and respond appropriately

***Always be aware of safety and “duty of care”***

Staff have a professional and legal obligation to consistently monitor and assess the safety of children and to act to reduce or eliminate unacceptable risks. This is a “duty of care” and it continues for the entire time that children attend the programme, until they are released to the care of a parent/caregiver or other authorized person.

*This means:*

* when supervising children, give this task your complete attention
* if a situation is unsafe, act immediately and get assistance if required
* if a you see any possibility that an activity could cause an accident or injury, stop the activity immediately
* monitor yourself and others (staff/visitors) to avoid situations where an adult is alone with a child
* keep other staff informed about your whereabouts and immediate duties
* act promptly to report any observations or concerns regarding child abuse or mistreatment, following processes in the relevant programme policies
* discuss incidents where safety was a concern with other staff in order to raise awareness and improve practices

***Be an effective and respectful team member***

Staff relationships need to be positive and supportive, both to ensure the smooth running of the programme and to create a positive environment for children.

*This means:*

* work co-operatively with other staff towards programme goals
* practice polite and calm communication at all times
* support other staff to become more confident and skillful in their work
* demonstrate a commitment to professional development, including regular child protection training
* ask for help and advice whenever it is needed, and you can expect to get help and to not be criticised for seeking help
* when conflicts arise within the team, you seek to resolve matters constructively and if formal procedures are implemented, all parties co-operate throughout the process

***Maintain appropriate personal conduct at all times***

Staff are expected to behave in a professional and responsible manner, while not losing sight of the need to promote fun, enjoyment and friendly, informal relationships with children and staff.

*This means*:

* ensure you understand your job description
* provide an appropriate role model for children’s behaviour
* be punctual and ready for work at the required time
* dress appropriately and be ‘fit for work\*’
* no smoking at the programme
* do not discuss adult topics around children
* have friendly and courteous interactions with parents
* maintain professional boundaries with children – if there any personal relationships with children at the programme, you need to keep personal matters confidential and ensure all children are treated without bias or favouritism
* respect the confidentiality of any conversations with parents about their children
* respond appropriately to any complaints about the programme and if you have any concern or grievance yourself, report this using the appropriate procedure

**Staff Standards of Behaviour**

As an employee of The Titirangi Community House the following standards reflect the basic requirements of courtesy, professionalism and integrity required to ensure that a pleasant working environment exists for all employees and that the employee contributes to the smooth operation of the Service.

***Work as a Team***

This means:

* Employees help each other wherever possible
* Ask for help and/or advice whenever it is needed; you will not be criticized for so doing.

***Fit for work***

Staff should turn up for work ready and fit to perform their role in a safe and professional manner.

*Being “fit for work” means:*

* being dressed appropriately (refer to Dress Code if relevant)
* do not bring children or siblings with you unless the Programme Manager has agreed to this
* not being under the influence of drugs, alcohol or other substances that reduce your ability to perform programme duties

**Procedure:**

The Community House disciplinary procedure will usually consist of three steps. Unacceptable behaviour will be discussed with employees to determine how a repeat of the situation can be avoided. In cases of serious misconduct, however, instant dismissal may result without prior warning.

**Verbal warning:**

* The employee is informed of the behaviour which is considered unsatisfactory and is asked to give an explanation. If the employee’s explanation is considered satisfactory no further action will be taken.
* If the employee’s explanation is considered unsatisfactory, then a verbal warning will be made and a note will be placed on the employee’s personal file outlining the situation and setting out any action that has been required of the employee to correct the behaviour. The employee and the Community House Manager should sign the notes of the meeting. A copy of the note placed on the personal file will be provided to the employee.
* The verbal warning will be for a fixed period, depending on the behaviour in question.
* A review date will be discussed at the interview and recorded. If, at the conclusion of the period, no further disciplinary action is necessary the record of the warning shall be removed from the employee’s personal file.

**Written Warning:**

* If an unacceptable work performance or behaviour is of a particularly serious concern to the Community House, a written warning will be the first step followed (i.e. no verbal warning(s) will be given). The employee will be informed of the unacceptable behaviour and asked to give an explanation.
* Following a Verbal warning if the behaviour continues and explanations is not satisfactory, a written warning shall be provided to the employee and a copy placed on the employee’s personal file. This written warning will outline the situation and any action being taken to correct it. A time frame within which the situation will be reviewed should be included.

**Final Warning and/or Dismissal**

* If enquiries show that there have been further instances of unacceptable performance or behaviour and no reasonable explanation can be made, a disciplinary meeting will be held and the continued employment of the employee shall be reviewed, a supporter of the employee may be present at this meeting. The employee and the Community House Manager should sign the notes of the meeting. A copy of the note placed on the personal file will be provided to the employee.
* Possible outcomes of disciplinary procedures are:

Suspension for a period to enable the circumstances to be further investigated or pending a judicial outcome

A requirement to submit to a medical examination and/or take a course of treatment recommended by a Doctor

**Serious Misconduct**

Acts of serious misconduct may result in the employee having their employment terminated without further notice or formal warning.

The following are examples of the type of actions and behaviour that we consider to be serious misconduct:

* Failure to disclose criminal convictions
* Abusive or offensive behaviour to any other person in the course of employment
* Theft, vandalism, or unauthorised use of property belonging to the organization, another staff member, or any other person
* Falsification of records including time sheets
* Bringing into or consuming at work non-prescribed drugs or other dangerous substances.
* Disclosure to unauthorised persons of any confidential information concerning the families, staff members and Governance members
* Failure to record and report any work place accident
* Serious harassment of the children, their families, staff members and Governance members
* To disobey or deliberately ignore a lawful instruction
* To be negligent, careless, inefficient or incompetent in carrying out your duties
* To deliberately or continually behave in a way that will cause unreasonable distress to other employees, or which will upset their work performance
* To misuse or not take reasonable care of any property or equipment for which you, as an employee are responsible
* To habitually arrive at work late or leave work early
* To act in an improper or inappropriate manner when performing your duties

## Staff Training

###### Training

This organization is committed to maintaining and increasing staff awareness through appropriate training to help staff recognize abuse and neglect and respond appropriately and accordingly.

This organization will ensure that all staff, including staff advocate will be trained in the management procedures for identification of child abuse and neglect.

This organization will ensure that all staff members are familiar with programme policy on child abuse.

This organization will encourage all staff to read child protection resource materials.

## Performance Management System

A performance appraisal is to be carried out annually.

For the SHP Supervisor by the ~~Committee~~ Managing Coordinator and of other staff by the SHP Supervisor and Managing Coordinator

## Police Vetting

All staff will be police vetted every 3years. For the purposes of Child Youth and Family re approvals, police vets will be kept in personal files under lock and key.

## Convictions

**DISCLOSURE OF CRIMINAL CONVICTIONS**

We require you to disclose all convictions unless they come under the Criminal Records (Clean Slate) Act 2004.

What must you Disclose? You must declare all convictions if you have:

* Been convicted of an offence within the last 7 years OR
* Been sentenced to a custodial sentence (e.g. imprisonment, corrective training, borstal) OR
* Been ordered by the Court during a criminal case to be detained in a hospital due to your mental condition, instead of being sentenced OR
* Been convicted of a ‘specified offence’ (e.g. sexual offending against children and young people or the mentally impaired) OR
* Not paid in full any fine, reparation or costs ordered by the Court in a criminal case OR
* Been indefinitely disqualified from driving under section 65 Land Transport Act 1998 or earlier equivalent provision

**Please answer the following based on the above criteria. Tick one box only:**

* No, none of the above criteria applies to me or I have no convictions.
* Yes, at least one of the criteria applies and I understand that I will be asked to discuss these convictions at the job interview. I also understand that the OSCAR programme is bound by the Tamaki Oranga OSCAR Standards, Staff and Management:
* *Police vetting of the governance and management committee, staff and volunteers is completed prior to confirmation of appointment and at Three-yearly intervals.*
* *The programme does not employ any person in a paid or voluntary capacity, including those in governance or management positions, who has a conviction for sexual crimes or for any offence involving the harm or exploitation of children.*

NOTE: The programme is required to keep completed Police Vetting forms until they cited by a CYF Assessor as part of the OSCAR Approval process.

**Finance**

**Financial management**

The School Holiday Programme is under the umbrella of the Titirangi Community House Incorporated, it is financially independent. The Community House (administrative staff) take bookings and ensure payment of wages and expenses from the SHP funds.

## Accounting

We use Cash Manager to produce accurate and timely statements for the SHP.

## Budget and Financial statements

Reports can be printed as required from Cash Manager.

## Financial Statements

All financial accounts are audited annually and publicly accessible upon request. Financial accounts are disclosed at the AGM

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**Oscar staff Code of Conduct (continued)**

**Act professionally**

**This means:**

* You read and make sure you understand your job description
* You remember that you are a role model for children’s behavior
* You are punctual and ready for work at the required time
* You are dressed appropriately and are “fit for work”
* Do not smoke at the programme
* You do not discuss adult topics around children
* You do not allow yourself or other staff/visitors to be alone with a child
* You are friendly and courteous to parents
* You respect the confidentiality of any discussions with the parents about children’s behavior, check with the programme manager – they should be present when the issues are more serious.
* Any observations/concerns regarding child abuse must be conveyed to the programme manager
* Complaints about the programme must be referred to the programme manager
* If you have any concern or grievance you may also discuss this with the programme manager or management representative.
* There is policy for behavior management, child protection, health and safety. If you have questions or concerns about any situation then talk to another staff member and refer to these other policies. You are expected to follow these policies and procedures at all times.

**Work as a team**

This means:

* Staff help each other to do their job whenever possible
* You ask for help and advice whenever it is needed. For instance, when there is a task that’s not understood or situation where you don’t know what to do
* When anyone asks they get help as soon as possible and are not criticized for seeking help.

**“Fit for work”**

You should turn up for work ready and fit to perform your role in a safe and proper manner.

Being “fit for work” includes

* Being dressed appropriately.
* Not bringing children or siblings with you unless expressly agreed to by the programme manager.
* Not under the influence of non-prescriptive drugs, alcohol or other substances that reduce your ability to perform duties.

If prescription drugs you are using have the potential to impair performance, you must advise the programme manager.

**Serious Misconduct**

Acts of serious misconduct may result in the staff member having their employment with the programme terminated without further notice or formal warning.

The following are examples of the type of actions and behavior that we consider to be serious misconduct:

* Failure to disclose criminal convictions to the programme manager
* Abusive or offensive behavior to any other person in the course of employment
* Theft, vandalism or unauthorized use of property belonging to the programme, another staff member or any other person.
* Falsification of programme records
* Bringing into or consuming at the programme, non –prescribed drugs or other dangerous substances.
* The disclosure to unauthorized persons of any confidential information belonging to their programme or concerning any children, families or staff members
* Failure to record and report any work place accident
* Serious harassment of programme staff or families.

Appendix 2

## Medicine Consent Form

### School Holiday Programme

The *top Portion* of this form is to be completed by a parent or caregiver, who must also sign the dosage table at the end of the day.

# Consent for medicines to be administered to: *Insert* *Child’s name below*

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Date to be administered from: to:

Name of medicine:

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| / |

Amount & Frequency of dosage:

Does this medicine need to be refrigerated? Yes / No (please circle or Highlight)

Does this medicine need to be taken with food? Yes / No (please circle or Highlight)

**Will your child be administering this medicine themselves** Yes / No (please circle or Highlight)

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Signed Parent / Caregiver:

If Electronic Signature

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(please tick)

Date:

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| --- | --- | --- | --- | --- | --- |
| DATE | TIME | Dosage | Name of Staff Administering medicine | Signature of Staff | Signature of Parent |
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| DATE | TIME | Dosage | Name of Staff Administering medicine | Signature of Staff | Signature of Parent |
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