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

[Contents 2](#_Toc138938402)

[Mission Statement 5](#_Toc138938403)

[Programme Policies & Procedures Review 5](#_Toc138938404)

[Programme Hours 5](#_Toc138938405)

[Enrolment 5](#_Toc138938406)

[Programme Fees 6](#_Toc138938407)

[Fee Policy 6](#_Toc138938408)

[Programme Operations 6](#_Toc138938409)

[Review and Planning 6](#_Toc138938410)

[Dropping off and Collection of Children – Authorised drop off and pick up 6](#_Toc138938411)

[Signing Children In and Out 7](#_Toc138938412)

[Absences 7](#_Toc138938413)

[Late Pick-Ups 7](#_Toc138938414)

[Transporting and Excursions (trips). 7](#_Toc138938415)

[Travel by Taxi or public Transport 8](#_Toc138938416)

[Vehicle Breakdown 8](#_Toc138938417)

[Vehicle Accident 8](#_Toc138938418)

[Consent 9](#_Toc138938419)

[Special Needs and/or Disabilities 9](#_Toc138938420)

[Confidentiality 9](#_Toc138938421)

[Complaints Procedures 9](#_Toc138938422)

[Programme Environment 10](#_Toc138938423)

[Positive and Child-Focused Environment 10](#_Toc138938424)

[Culture 10](#_Toc138938425)

[Multicultural Policy 10](#_Toc138938426)

[Positive Behaviour Management 11](#_Toc138938427)

[Discipline Plan 11](#_Toc138938428)

[Consequences 12](#_Toc138938429)

[Conflict Resolution 12](#_Toc138938430)

[Stimulating and varied programme 12](#_Toc138938431)

[Adequate and Appropriate Space for the Children 13](#_Toc138938432)

[Safe Outdoor Play 13](#_Toc138938433)

[Quiet Space Available for Children 13](#_Toc138938434)

[Health and Safety 14](#_Toc138938435)

[Training 14](#_Toc138938436)

[Risk Assessment 14](#_Toc138938437)

[Accident/Incident Register 14](#_Toc138938438)

[First Aid Kits 14](#_Toc138938439)

[Safety Checks of Facilities and Equipment 14](#_Toc138938440)

[Toilet Facilities 14](#_Toc138938441)

[Food Preparation Areas 14](#_Toc138938442)

[Medicine Consent 14](#_Toc138938443)

[Storage of Medicines 15](#_Toc138938444)

[Animals/Pets 15](#_Toc138938445)

[Animals Encountered on Outings 15](#_Toc138938446)

[Cleaning 15](#_Toc138938447)

[Unwell Children 15](#_Toc138938448)

[Smoke-Free Environment 15](#_Toc138938449)

[Sun Safety 15](#_Toc138938450)

[Child Protection 16](#_Toc138938451)

[Principles 16](#_Toc138938452)

[Training 16](#_Toc138938453)

[Definition of Child Abuse 16](#_Toc138938454)

[Responding to Child Abuse 16](#_Toc138938455)

[Allegations of Peer Abuse 17](#_Toc138938456)

[Sexually abusive behavior will be defined as: 17](#_Toc138938457)

[Suspicions of Child Abuse 18](#_Toc138938458)

[OSCAR Staff Code of Conduct 18](#_Toc138938459)

[Serious Misconduct 19](#_Toc138938460)

[Training in Responding to Suspected Child Abuse 20](#_Toc138938461)

[Programme Supervision 20](#_Toc138938462)

[Minimum Staff: Children Ratios 20](#_Toc138938463)

[Visitors and Volunteers 20](#_Toc138938464)

[Safety from Cars 20](#_Toc138938465)

[Emergencies 20](#_Toc138938466)

[Practice Drills: 21](#_Toc138938467)

[Evacuation 21](#_Toc138938468)

[Staff Training for Emergencies 21](#_Toc138938469)

[Emergency Procedures Displayed 21](#_Toc138938470)

[First Aid 21](#_Toc138938471)

[Buildings and Facilities 21](#_Toc138938472)

[Facility Warrant of Fitness 21](#_Toc138938473)

[Evacuation Plan 22](#_Toc138938474)

[Exit Signs 22](#_Toc138938475)

[Safety Checks 22](#_Toc138938476)

[Phones 22](#_Toc138938477)

[Phones on Trips 22](#_Toc138938478)

[Phone Coverage 22](#_Toc138938479)

[Staff and Management 22](#_Toc138938480)

[Recruitment 22](#_Toc138938481)

[Referees 22](#_Toc138938482)

[Induction 22](#_Toc138938483)

[Management and Site Supervision 23](#_Toc138938484)

[Staff Contracts 23](#_Toc138938485)

[Staff Training 23](#_Toc138938486)

[Performance Management System 23](#_Toc138938487)

[Police Vetting 23](#_Toc138938488)

[Convictions 23](#_Toc138938489)

[Finance 24](#_Toc138938490)

[Accounting 24](#_Toc138938491)

[Budget and Financial statements 24](#_Toc138938492)

[Financial Statements 24](#_Toc138938493)

Appendix:

1. [Oscar Code of conduct](#OSCAR)
2. [Medical Consent Form](#Medicine)

# Mission Statement

The Titirangi Community House School Holiday Programme (SHP) mission is to provide a safe and caring environment for children between the ages of 5 and 14 years. The programmer’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.

# Programme Policies & Procedures Review

The Titirangi Community House Management Committee reviews its School Holiday Programme Policies and Procedures document on an annual basis. All staff are made aware of any changes to programmed policies and procedures.

This programme policies and procedures manual is available to parents/caregivers to read at all times. Notice will be given to parents/caregivers of any changes to programme policies and procedures through a direct email communication from the AimyPLUS online portal.

# Programme Hours

The SHP operates Monday to Friday from 9am to 3pm in the January holidays (3 weeks), April (2 weeks), July (2 weeks) and October (2 weeks).

Before Care is available one hour (8am to 9am) before the commencement of the daily programme and for 1.5 hours after the day’s programme has finished (3pm to 4.30pm). There is an additional fee charged for Before and After Care.

This programme does not operate in December holidays.

# Enrolment

All enrolments will now be made through the <https://titirangicommunityhouse.aimyplus.com/>  
  
It is an exciting online booking portal to make the process for parents and administration easier. The portal allows parent to manage bookings (book and make changes), attendance, payments via credit card or invoices.    
  
**Here's what you need to do:**

1. Go to the following link address <https://titirangicommunityhouse.aimyplus.com/>
2. If you do not already have a log in follow the steps below.  If you have an existing login, login in and make your booking.
3. Once on the registration page, click the **purple NEW Parent** **Register Here** button.
4. Follow the registration process and enrol your child/ren.
5. Once done, go to the menu bar on your dashboard at the top of the screen and click **Booking** to make bookings. You can also click on a blue button **Make a Booking** displayed next to your profile picture.
6. There are two options for payments. You can use the **PAYNOW** button and pay by credit card (please note there is a 2.4% surcharge) or use the **OTHER PAYMENT OPTIONS** button (at the bottom of the page) and we will send you an invoice which can paid by bank transfer. Please note we have made two options available to suit a range of parents.
7. Follow the step by step booking process until you see a page displaying ‘Thank you for your booking’.
8. Once completed, your booking will be pending and will get confirmed within 24 hours.

# Programme Fees

|  |  |
| --- | --- |
| Before Care (8am to 9am) | $5 per child per day |
| In House Day | $35 per child per day |
| Trip Day | $50 per child per day |
| After Care (3pm to 4.30pm) | $8 per child per day |

# Fee Policy

* All fee’s must be payable before the commencement of the current booked programme (unless discussed with Management).
* Parents can pay online with credit card provisions (please note there is a credit card fee) or by invoice (by clicking other payment options).
* Children will not be able to attend the programme if fee’s are outstanding and no prior arrangements have been made with management.
* Management reserves the right to charge for continued early drop off’s or late pick up’s.
* Management does not give refunds for change of plans, absences, and sickness.
* In some cases, change of days may be possible. You will need to contact the Manager at least 72hrs before the original booking and changes will be made at the discretion of the Manager based on circumstances, availability and staffing rosters.

# Programme Operations

## Review and Planning

After each SHP staff and management debrief the previous programme. Using this information, a planning session is held to plan the next programme. During the programme we take ideas from the children enrolled and staff provide ideas on activities, we aim to offer activities which are age appropriate, fun, encourage play and provide a range of art, craft, physical activity and sport. We rotate trip events and activities so returning children do not get bored.

## Dropping off and Collection of Children – Authorised drop off and pick up

When completing your child’s profile you will be prompted to add those people allowed to drop off and pick up your child (authorised pick up and drop off). Changes can me made at any time using the AimyPLUS portal or by speaking to one of the staff who can add someone into the system, while you wait.

If a person arrives to collect your child, whose name is not on your child(ren’s) authorised pickups we are obliged (for your child’s safety) to keep your child in our care until you have been located for consent.

We understand that from time to time you will need to take your child(ren) out of the programme during the day. We ask you to keep this to a minimum as it can be very disruptive for our daily activities. Please notify us of this in advance by contacting 827 7448 or 027 2177448 or speak to one of our staff.

## Signing Children In and Out

Parents/guardians are to sign their children in and out on the electronic roll every morning and every afternoon, using the tablet which records the signature and time of arrival and collection for each child on the AimyPlus portal.

## Absences

Parents/caregivers are to notify Management by email [admin@titirangihouse.co.nz](mailto:admin@titirangihouse.co.nz) or by phone on 817 7448 or 027 217 7448 if their child is going to be absence for any reason.

If you do not notify us by 9.10am (roll call). The following steps will be taken:

• Parents will be phoned or text.

• The local police will be contacted.

• 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 (trips).

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

The staff/child ratio on excursions will be 1:6 for standard excursions and 1:5 near water. Children are split into groups meeting the excursion ratio above.

All staff carry a cell phone for excursions. .

While on excursions, staff arrange regular toilet breaks, staff stand outside.

An Risk Assessment Management Plan will be made for each excursions.

We try to ensure that when the Charted Bus Company picks up and drop off children, that the bus parks 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.

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.

Each adult must continuously monitor the children in their care/supervision.

Details of where the staff will be taking the children are written on the day sheet with departure and return times.

If there are insufficient adults to meet adequate ratios, the excursion will be cancelled.

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.

Children will not be transported by private vehicles unless there is a medical emergency that requires this action.

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/ manager 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. The programme can only cope with a small number of children requiring additional support due to staff ratios, the total number of children allowed on site and the size of the facility. We cannot look after or monitor children 1 to 1.

Full information about the child's requirements (medical/dietary information), including medication, diet, supervision requirements, and behavioural issues, MUST be included in the enrolment. Management may remove parents who do not provide this information at enrolment.

It is the supervisor's/ Managers 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. Parents are welcome to contact the manager to discuss their child(ren’s) needs and suitability for attendance at the programme. The child’s inclusion will be made based on these factors, and the supervisor will consult with management, who will make the final decision.

## Confidentiality

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 and personal information will not be given to any 3rd parties. The programme will at all times comply with the requirements of the Privacy Act 2020.

# 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](mailto: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 Titirangi 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. We generally operate on a 1:7 ratio, which means we there will be a minimum of two staff at all times during before and after care and a minimum of four staff at all other 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 time 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 counselling room can be used for a sick room when a child is unwell and waiting for a parent to pick them up.

# 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, Health and Safety and Behaviour 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.

## 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.

## First Aid Kits

There are first aid kits in the kitchen on the wall and 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 checks 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 (most likely the supervisor) and will be recorded.

## Storage of Medicines

All medicines will be kept out of reach of children, either in the fridge or 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

Each day a staff member is rostered on to clean the house, including the toilets and kitchen. A commercial cleaner comes in once a week. All 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.

## 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

## 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, Children Young Persons and their family agency (CYPFA) (C.Y.F) and the Waitemata Health Child Protection Service, 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.

## 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.

## 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:-

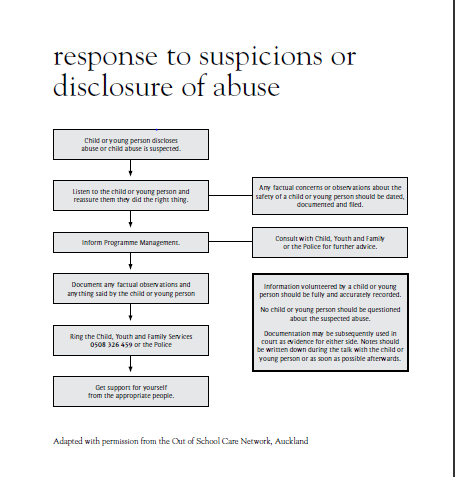
\* *Sexual Abuse* occurs when someone uses his or her power over the child, or takes advantage of the child’s trust and respect, to involve the child in sexual activity.

* *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.



## 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:

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

# 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 work place 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.

## 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 is to carry out emergency drills to cover a variety of emergencies (i.e. fire drill, earthquake drill) at least 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 small room or the office.
* Assemble children (walk do not run) and staff in car park by play centre gate or as a second alternative depending on wind direction outside War Memorial Hall. Take a roll 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.

## Staff Training for Emergencies

A fire evacuation is done each week of the School Holiday Programme and documented. We have a fire station across the road which works well. The firemen do a fire evacuation drill with the children, sometimes presenting an interactive talk with pamphlets colouring books, and balloons etc.

## Emergency Procedures Displayed

Emergency procedures are displayed in all rooms with Exit signs included

## 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 2023

## 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 sight 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.

## 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. Interviews are **carried out by Manager and Supervisor**, followed by police vetting and referees **checks.**

## Referees

Two referees are required when recruiting a new staff member.

## Induction

An induction form will be filled out for all new staff working in the School Holiday Programme. They will have a conducted tour through the building and shown policies and procedures, be given a job description etc and generally be shown how our programme operates. They will be introduced to the present staff at the next planned meeting.

## 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 and volunteers contract/service of agreement is signed each time staff attend a programme and the contract is only for that particular period.

## 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 by the Committee annually.

## Police Vetting

All staff will be police vetted every 3 years. 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 CYF 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 through the AimyPLUS booking system and ensure payment of wages and expenses from the SHP funds.

## Accounting

We use Xero accounting to produce accurate and timely statements for the SHP.

## Budget and Financial statements

Reports can be printed as required from Xero Accounting.

## Financial Statements

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

OSCAR services aim to create environments 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 a relevant job description and employment agreement that explains the requirements of the particular workplace.

Please refer to the policies and procedures of your 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:*

* recognise 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”***

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***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

***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

***Serious Misconduct***

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

*Examples of 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
* falsification of programme records
* bringing into or consuming at the programme, non-prescribed drugs, or other dangerous substances
* the disclosure to unauthorised persons of any confidential information
* failure to record and report a work place accident
* harassment of programme staff or families

**Appendix 2**

**Medicine Consent Form**

**Titirangi Community House**

**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:**

*Child’s name*

………………..…………………………………………………….……………………………………….……

Date to be administered from: …………………………………to: ……………………………….

Name of medicine: ……………………………………………………………………………………………

Amount & Frequency of dosage: ………………………………………………………per…………………………..……………………………..

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

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

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

Signed: Parent / Caregiver…………………………………..……Date: ……………………….….

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