

# School Holiday Programme Volunteer Guidelines

The following guidelines highlight relevant clauses from the CDC School Holiday Programme policies and processes manual.

## Excursions and Transport (clause 3.4)

When children are taken off site, staff will follow appropriate supervision and safety procedures.

- The staff /child ratio on excursions will be 1 adult to 8 children
- Children will be put into groups with a staff member whose primary responsibility will be to supervise that group
- At least one staff member is to carry a mobile phone during any excursions
- Children will be briefed on behaviour and safety before they leave the venue
- On walks, the children will be organised into a buddy system and will walk double file, and where there is a road to cross, pedestrian crossings will be used if available

## Complaints (clause 3.5)

If a staff member receives a verbal complaint from a caregiver, they will pass this message on to the Programme Coordinator and inform the caregivers of this process.

## Hazard Identification (clause 4.2)

Staff are responsible for identifying potential hazards including the venue, equipment and activities, and be aware that these must be reported to the Programme Coordinator for documentation and follow up.

## Telephones (clause 4.3)

Use of personal mobile phones is not permitted during shift hours. Phones must not be carried by staff on their person, unless on an excursion outside of the venue.

## Accidents and Incidents (clause 4.5)

In the event of any accident the following procedure will be followed:

- Staff will immediately inform the Programme Coordinator
- Appropriate first aid will be administered
- If serious injury occurs, an ambulance will be called and caregivers notified

- If it is not possible to call an ambulance and the need is urgent, then children may be transported in a private vehicle

All accidents and incidents will be recorded using Accident/Incident forms. Minor injuries will be recorded by staff and caregivers notified at the end of the day.

#### **Programme Supervision (clause 4.6)**

- Children will be supervised by a minimum of two staff and will be within sight and sound of a staff member at all times
- CDC will not employ staff under the age of 16 however some volunteer helpers may be of secondary school age. In this case, helpers will be under the constant supervision of an adult staff member
- At least one person, commonly the Programme Coordinator, over the age of 20 will be on site at all times
- Staff will be rostered according to the number of children enrolled and the activities planned for that day. The staff: child ratio will be at least 1:10 for on-site activities and 1:8 for off-site activities
- If a staff member is required to leave their assigned area, they must ensure another staff member has taken their place, and they have informed the Programme Coordinator
- No staff member is permitted to be alone with an individual child

#### **Missing Children (clause 4.7)**

Formal attendance checks will be made regularly throughout the day.

If a child is found to be missing, the following procedure will be followed:

- Staff will conduct a thorough search
- The Programme Coordinator and Management will be informed as soon as possible
- Caregivers will be contacted
- If necessary the police will be contacted

#### **First Aid Kits (clause 4.8)**

First aid kits will be kept on site in the following locations:

- Community Services Manager's office
- Commercial kitchen
- Rangatahi Hub kitchen

#### **Toilet Facilities (clause 4.9)**

Children will use individual toilet facilities one child at a time and are required to ask for

permission from staff to ensure their absence is monitored and that they return in a timely manner.

In the event that children are required to use toilets and bathrooms available to the public, eg. whilst on an excursion, a staff member is required to check the toilets for anything unusual, including strangers, before allowing the children to enter. The staff member must stay positioned outside the toilet block to ensure the children come out safely.

If there are no separate adult and child toilets available, staff must not use the toilets while occupied by children.

### **Smoke-Free (clause 4.12)**

All venues used by CDC are smoke free during operational hours. Staff may not smoke while on duty or on site. Staff may not smoke in sight of children.

### **Food Handling and Hygiene (clause 5.2)**

Staff and children will wash hands before handling any food.

Children will regularly be reminded to wash their hands after using the toilets, before eating etc.

### **Unwell Children (clause 5.3)**

If a child becomes unwell during the day, the Programme Coordinator is to be advised and the child made comfortable in a supervised, quiet area.

### **Child Protection (clause 6.0)**

CDC is committed to the prevention of abuse and will act to protect children in accordance with the CDC Child Protection Policy.

If a child discloses abuse, or staff suspect the child has or is experiencing, this needs to be taken very seriously and reported to the Programme Coordinator and Management in the first instance.

### **Emergency Procedures (clause 7.0)**

During an emergency evacuation, the Programme Coordinator or another staff member (if the Coordinator is unavailable) will take the sign in/out sheet and complete a full roll call at the evacuation points:

- For front of building evacuation - carpark at the east end of Holloway St
- For rear of building evacuation – carpark outside the Carrington Bowling Club

An alarm will sound to alert staff and children of an emergency

- If on-site, assemble at designated location
- Conduct a head count and inform group of reason for alarm

- If case of a fire, seek to extinguish a small fire, or if a larger fire or the incident is deemed more serious, a staff member will call the fire service
- Children will be kept at the assembly point until danger has passed
- In the event of an earthquake:
  - Stay indoors if possible
  - If inside – crouch in safe place, under desk, stay away from windows and cupboards, stay away from objects that could fall
  - If outside – assemble away from power lines and trees
  - When shaking stops, assemble in the designated location
  - Check for injuries and any hazards
  - Be alert for aftershocks

### **Behaviour Management Policy (clause 9.0)**

Staff will model the required behaviour, and use a clear and consistent approach to guide children's behaviour. The focus will be on behaviour (i.e., whether behaviour is appropriate or inappropriate) and not on the child (i.e., behaviour will be seen as the issue, not the individual child).

All children will be:

- Treated with respect and dignity
- Given positive guidance and avoid blame or harsh language
- Encouraged to take responsibility for their behaviour by being offered choices and the use of consequences, and if necessary, including the involvement of parents
- Steps to be taken in managing behaviour include:
  - Redirection
  - Removing the child from the situation
  - Warning the child with "Don't do ... please do" or "(Child's name) I don't like you doing...because..."
  - After the second warning, staff may use "No..." or "I don't like you doing ... Stop now or ..." or "I feel...when you do..." or, "How do you think (insert name) feels when you..." or "How would you feel if (insert name) did ... to you"

### **Staff Conduct (clause 9.7)**

Staff will address behaviour calmly and assertively and will not shout, threaten or intimidate children. No child will be hit or in any way be physically, verbally or emotionally abused by staff members. There will be no unusual confinement and food and drinks will not be withheld from children. No physical restraints will be used on children unless it is an immediate issue of safety for the child or other children, or direct verbal commands have not been effective.