



CARTERTON
DISTRICT COUNCIL

Carterton District Council

School Holiday Programme Policies and Procedures



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1. Definitions

- CDC - *Carterton District Council*
- CEC - *Carterton Events Centre*
- Holiday Programme/Programme - *School Holiday Programme offered by the Carterton District Council*
- Management - *Person/s legally responsible for the Programme on behalf of the Carterton District Council*
- Programme Supervisor - *Person responsible for the overall management of the Programme*
- Programme Coordinator - *Person coordinating the daily running of the Programme including supervision of staff*
- Staff - *Includes paid and voluntary personnel with immediate supervision of children*
- Caregivers - *Refers to parents, guardians and caregivers responsible for children enrolled in the holiday programme*
- Children - *Children enrolled in the School Holiday Programme*

2. Programme Philosophy

Carterton District Council (CDC) provides a free, fun school holiday programme for Carterton children aged 5 to 12 years. CDC's philosophy is to offer a positive, child-focused programme with a wide range of activities that allow for children's varying interests, ages, genders, stages of development, and cultural background. The Programme aims to provide new opportunities and experiences, inspire imaginations, and capture children's ideas.

The safety and well-being of each child is of utmost importance throughout the duration of the programme.

The policies will be reviewed annually by CDC.

Copies of the policies and procedures will be made available to staff, parents and caregivers at all times.

2.1 Programme Environment

The Holiday Programme is mostly based in the Carterton Events Centre (CEC), 50 Holloway St, Carterton.

CDC ensures a culturally-responsive, positive, child-focused environment where the well-being and safety of children is of paramount importance.

Occasionally, Programme activities are held at Haumanu House (adjacent to CEC behind the Police Station), Carrington Park and other local venues. Caregivers can see all activity locations in the displayed programme in the Rangatahi Hub.

CDC management and staff ensure venues are safe and comply with all relevant legislation

and district council requirements.

2.2 Programme Content

The Holiday Programme offers a wide range of activities from quiet, inert options such as reading, drawing, and movies, to physically active sports like dancing, rugby and X-box Kinect sports.

Children choose from a list of available activities which are pre-scheduled into an individual programme for each child. A printed copy of the programme is available in the Rangatahi Hub for caregivers and children to review.

All equipment used for activities will be well-maintained and age-appropriate, including additional supervision or assistance by a staff member where necessary.

2.3 Advertising

CDC advertises the Holiday Programme mid-term through Carterton Schools and the Council website and Facebook pages. Limited numbers of available spaces means that the programme often fills up very quickly. Current capacity limits the number to approximately 50 children per programme. Where the number of applicants exceeds the number of available spaces, the following criteria is used for selection:

- i. Child must be a resident of Carterton
- ii. First selection is for first time applicants
- iii. Second selection is based on the least number of previous attendances

2.4 Food

Children are expected to bring their own lunch each day however morning tea is provided. Parents are expected to brief staff fully regarding any food allergies, intolerances or nutritional requirements that their children have. It is expected parents will provide this information in writing when completing the enrolment form.

2.5 Space

‘Adequate space’ ensures that there is room for children to play freely, including space for active recreation. ‘Appropriate space’ allows children to engage in a range of activities, including ones that are messy and noisy, and quiet and calm. The venue layout allows children to enjoy quiet activities in separate rooms where they are not interrupted by other noisier activities.

All furniture, materials and equipment will be comfortable and convenient for children to use, and will be stored appropriately for easy access.

A quiet supervised area will be made available where possible if a child wishes to remove themselves from the programme or not take part in a planned activity.

3. Programme Operation Policy

CDC will provide fun, safe, organised care during the school holidays. This care will meet the needs of the community and the children who attend the programme.

3.1 Programme Hours

The Holiday Programme will operate from 9.00am – 3.00pm during specified days of the school holidays. The programme will not operate on public holidays.

3.2 Enrolment

All families must complete a registration form for each child attending the programme to secure a place for their child. Spaces may be reserved online, via email or phone however, all caregivers will be required to complete a hardcopy registration form by the specified date to ensure the child can participate in the programme.

The registration form must include:

- Child's name, address and home phone number
- Caregiver's name/s, address, and contact phone numbers
- Names and contact details of two emergency contacts
- Names of adults authorised to collect the child
- Any health or medical conditions, what treatment is required, and whether the child is 'self-medicating'
- Any behavioural issues and how parents would like this to be managed
- Access or custody restrictions
- Cultural awareness
- Other information necessary to provide proper care
- Days and times the child will be attending

Caregivers are expected to notify the Programme Coordinator of any changes in the above details to ensure the continued safety of all children.

3.3 Drop Off and Pick Up

Caregivers are expected to sign their child in and out of the programme.

The following steps will be taken if a child is not signed in and/or does not arrive at the programme:

- Caregivers will be telephoned
- If caregivers are unavailable, emergency contacts will be telephoned
- If, after a reasonable time to allow for unforeseen circumstances by the caregivers,

local police will be contacted by the Programme Coordinator.

The following steps will be taken if a child is not collected at the end of the programme:

- Staff will stay with the child at all times and exercise duty of care, and continue this obligation until the caregiver collects the child
- Caregivers and emergency contacts will be contacted.
- If there has been no contact with the caregivers within one hour of the programme closing, the child will be taken to the nearest police station by the Programme Coordinator.

Caregivers are expected to contact the Programme Coordinator before 2.00pm on the day of attendance if their child is not attending the following day, or if their child is being collected by someone other than those named as authorised to collect their child as provided on the registration form.

Staff will not release a child to a person who is not identified on the registration form. If an unauthorised person comes to collect the child, parents will be contacted for authorisation.

No child/ren will leave the programme unaccompanied, unless written permission has been received and signed by the caregivers.

3.4 Excursions and Transport

Caregivers are to make their own arrangements to ensure the children arrive at the programme location safely.

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. Staff members are to carry mobile phones during any excursions.
- On walks, the children will be organised into a buddy system and will walk double file. Where there is a road to cross, pedestrian crossings will be used if available.
- Written consent will be gained from caregivers before children are taken on outings via registration form. Caregivers will receive all relevant details about outings in the programme brochure i.e., what to bring, appropriate clothing (e.g., jumpers, sunhat etc.).
- No staff member is to transport any child, except in the case of an emergency and only then are they authorized to take the child straight to the nearest accident and emergency facility. If this situation arises, caregivers must be notified immediately by the Programme Coordinator.
- A list of all children participating in the field trip will be with the Programme Coordinator at all times.

Appropriate planning and preparation will include:

- Ensuring access to a phone while away from the venue
- Implementing a buddy system as and when needed – children will be put into pairs
- Scheduling of regular roll checks
- Ensuring staff have adequate knowledge of the destination
- Instructing children about safe road crossing
- Revising clear safety guidelines for walking in groups on footpaths etc
- Briefing for children on behaviour and safety before they leave the venue and before they enter a venue

3.5 Complaints

CDC has a complaints procedure. In general, if any caregivers have complaints about the programme or staff members, they should:

- Approach the Programme Coordinator who will attempt to rectify the situation
- If the caregivers are unsatisfied with the outcome, a further complaint can be made in writing on a CDC complaint form and must contain details of the grievance and desired outcomes. The Community Services Manager will respond to the complaint within 14 days. Where possible, a mutually agreeable outcome will be sought.

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.

Wherever possible, the requests of caregivers will be incorporated in programme planning and design.

3.6 Confidentiality

The programme will ensure staff and child confidentiality. At all times the programme will comply with the requirements of the Privacy Act 1993.

All information collected on forms, such as enrolment forms and staff information, shall not be shared except with the owner's permission or as required by legislation, for example Health and Safety Act. All files holding confidential information will be suitably secured and kept away from the access of unauthorized persons.

All personal information shared in discussions between staff or at meetings is to remain between those persons.

All sensitive and personal conversations, including telephone conversations, shall be held discreetly and in private.

3.7 Children with Special Needs

No child will be excluded from the programme, provided the child's needs can be catered for without negatively affecting the experience or the safety of the other children and staff. CDC will also endeavour to ensure the child will benefit from taking part in the programme.

Full information about the child's requirements, including medication, diet and supervision, must be obtained from the parents and included with the child's registration form. It is the Programme 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.

All incidents regarding safety issues and unacceptable social behaviour of all children must be documented in an Incident Report. Any final decision on a child continuing in the programme rests with the Programme Coordinator and every effort will be made to include the child within the parameters of the resources and safety procedures of the programme.

3.8 Cultural Awareness

CDC will endeavour to identify and meet any cultural needs of children enrolled in the programme.

Any specific cultural and religious requirements, including food requirements, must be provided by caregivers in writing via the registration form.

This information will then be communicated to all relevant staff prior to the child starting the programme.

4. Health and Safety Policy

CDC will ensure all staff are adequately trained in Health and Safety procedures and that staff comply with all relevant health and safety legislation including OSH requirements.

4.1 Venue Safety

It is the responsibility of CDC to ensure that the venue has a current building warrant of fitness and that it complies with other relevant fire and safety requirements.

For the safety and enjoyment of children at the programme, programme management will ensure that staff conduct regular hazard identification and safety checks of the venue and programme environment.

4.2 Hazard Identification

All staff will be trained in 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.

Hazards will then be evaluated to assess their significance and be managed by minimising, isolating or eliminating.

All hazards will be recorded on a Hazard Identification Sheet and will be monitored by the Programme Coordinator on a regular basis.

4.3 Telephones

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.

4.4 Risk Assessment

In addition to regular safety checks, CDC will complete a Risk Minimisation Chart for each programme to be displayed for caregivers and staff.

4.5 Accidents and Incidents

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 a child needs urgent medical attention, caregivers will be contacted. If they cannot get to the programme, they can give staff permission to take their child to the closest medical centre. If caregivers or alternative contacts are unavailable, the child will be taken to the nearest available medical facility. The Community Services Manager will also be informed

of the situation as soon as possible.

- 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.

4.6 Programme Supervision

CDC will operate under the following guidelines to ensure the safety and well-being of the enrolled children at all times:

- 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
- Staff will be employed based on their maturity, responsibility, experience and training. Staff are required to be supportive, positive and use appropriate behaviour management techniques
- At least one person, commonly the Programme Coordinator, over the age of 20 will be on site at all times. This person is responsible for the overall supervision of staff and children
- To ensure that all children are within sight and sound of a staff member at all times, boundaries will be set at the beginning of the programme, and at the beginning of each day. Staff supervising specific areas will be aware of where children are at all times and will enforce adherence to these boundaries
- Children will be allowed in specific areas at the discretion of the staff. If safety factors prevent staff from adequately supervising a specific area, this area will be off limits until it can meet supervision requirements
- 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
- All staff will assist to ensure that attendance records are completed by parents/caregivers at the beginning and end of each day

4.7 Missing Children

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

4.8 First Aid Kits

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

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

Kits will be checked before each programme.

At least one currently qualified first aid person will be on site at all times.

4.9 Toilet Facilities

Children will use toilet facilities in the Events Centre.

Where possible, only one child at a time is permitted to use the toilet. Before leaving to use the toilet, children will be required to ask for permission from staff to ensure their absence is monitored and that the child returns in 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.

4.10 Cleaning

The Coordinator will ensure that regular cleaning of the venue is carried out each day by all staff on a roster basis. They will ensure that all parts of the venue are kept clean and free of rubbish. This plan includes:

- Daily:
 - Emptying rubbish
 - Wiping kitchen benches and surfaces where food is prepared

- Washing kitchen cloths and tea towels regularly
- Toilets must be checked during the day and any rubbish disposed of
- Safety cleaning equipment will be made available to all staff, including gloves
- Weekly:
 - Cleaning fridge and any areas where food is stored

All cleaning products will be stored out of the immediate reach of children. If children are allowed to assist with tidying and cleaning, this must be carried out under adult supervision. No child will use cleaning products.

4.11 Animals

Children are not permitted to bring animals to the programme, unless prior arrangement has been made with the Programme Coordinator. In this case, all animals must be caged, where possible, and must be clean and disease free.

Any animals encountered as part of the programme must be reasonably contained and responded to by the children in a manner that ensures the safety of the children. This is the responsibility of the staff.

4.12 Smoke-Free

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.

4.13 Sun Safety

Outdoor activities held during the April and October holiday programmes may expose children to an increased risk of sunburn. While this is not the peak danger period, when children are outdoors for an extended period of time, staff will ensure 'sun-smart' recommendations from the Cancer Society are used to protect children from harmful UV rays. This includes:

- Using shade protected areas for activities where possible
- Requiring children to wear hats and clothing that protects their skin from the sun
- Supplying children with SPF30 broad-spectrum sunscreen
- Role modelling sun-smart behaviour
- Parents are expected to notify staff via the enrolment form if their child has any specific skin risks or allergy to sunscreen
- Parents may provide their own sunscreen if they wish to do so

5. Health and Well-Being Policy

In order to have a fun and stimulating programme, it is important to safeguard the health and well-being of children and staff.

All staff of CDC will respond immediately and appropriately if illness or medical issues arise at the programme.

5.1 General

Children must be fit and well to attend the programme. Children who are unwell may not attend the programme.

Information about children's medical conditions/allergies is collected on the enrolment forms and all staff are made aware of these.

Details of the nearest medical emergency centre will be kept at the venue and easily accessible by staff. Such details will include its location, hours and contact details.

Management will ensure staff are kept informed about any medical warnings in the community.

Staff must be fit and well for work.

Healthy eating choices are promoted through the programme by way of any food that is served and any information to parents about snacks and lunches.

5.2 Food Handling and Hygiene

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.

Relevant staff will undergo training in and follow basic food safety practices in regards to handling and storage.

5.3 Unwell Children

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.

If staff are concerned about the health of a child and feel the matter is urgent, they will first contact the caregivers who will be expected to collect the child as soon as possible. If the caregivers cannot be contacted they will ring the emergency contacts.

If necessary, the children will be moved (possibly by private vehicle) to the nearest medical facility and a staff member will remain with the child while caregivers are notified. If it is not safe or appropriate to move the child, an ambulance will be called with any costs incurred

being the responsibility of the caregivers.

5.4 Medicines

If a child is to be administered medication at the programme, caregivers must confirm details of the medication in writing, including when and how to use it. In the case of any medication the child will administer themselves, caregivers must specify this.

Staff will ensure all medicines are stored safely including those that children are allowed to self-administer (e.g., asthma inhalers). As such, there will be no risk of medicines being mixed up or tampered with by other children.

Staff will keep a record of all medication given and parents are required to check and sign this daily.

All medical records kept by the programme are strictly confidential.

All medicines must be clearly labelled, showing the child's name, and dosage. Staff will only administer medicines in accordance with the written dosage.

6. Child Protection Policy

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

This policy guides the actions of staff whenever there is a concern about the abuse of children and includes the process for recording concerns, what to do if a child discloses abuse, and dealing with suspected abuse by a staff member.

The best interests of the child and their welfare is the primary consideration when any action is taken about suspected abuse. CDC supports the roles of statutory agencies (i.e. the Police and Oranga Tamariki) in the investigation of abuse and will report cases of suspected abuse to these agencies in accordance with the policy.

6.1 Definition of Child Abuse

“Child abuse means the harming (whether physically, emotionally, or sexually), ill-treatment, abuse, neglect or deprivation of any child or young person” (Section 2, Children, Young Persons and Their Families Act 1989).

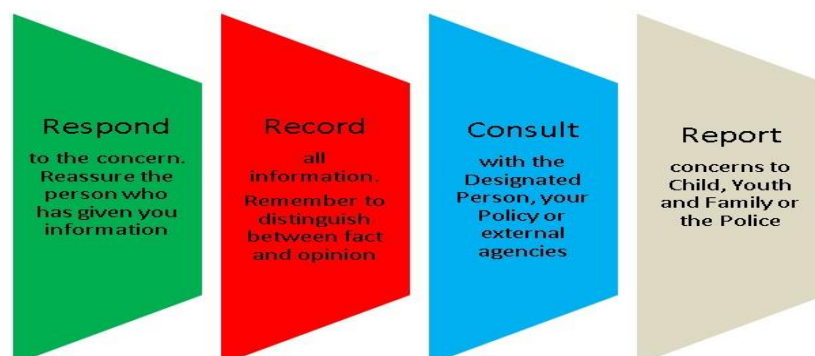
6.2 Responding and Reporting Child Abuse

Any issues of suspected child abuse will be taken seriously and handled in an appropriate manner that ensures the child’s safety.

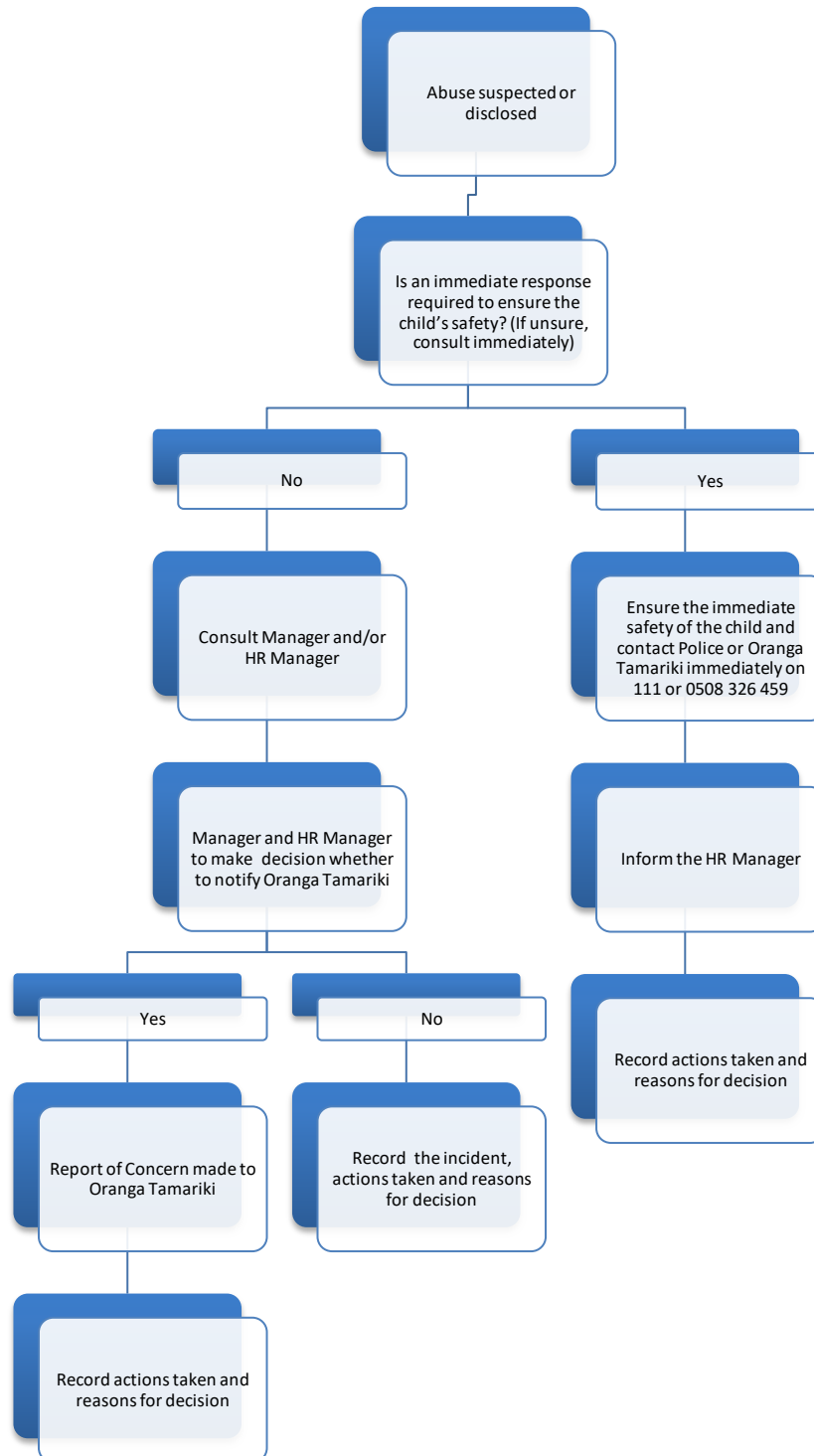
The Human Resource Manager is responsible for ensuring that the procedure for reporting child abuse is effective and timely. If a member of staff has a child protection concern then they must inform the Programme Supervisor immediately.

The report may take the form of an incident report, but it would be preferable if it took the form of a verbal report followed up by a detailed written report about the incident that lead to the allegation.

CDC will not act alone, and will refer all suspected situations of child abuse to Police or Oranga Tamariki. The safety of the child will be the primary consideration, and no person will collude to protect an adult or an organisation.



The following flowchart provides guidance to decision making.



6.3 Dealing with Disclosures of Abuse

Most child abuse is disclosed accidentally or through observation by an adult of a child's behaviour, words and physical appearance.

When a child does disclose abuse, this needs to be taken very seriously and reported to the Programme Coordinator and Management in the first instance. It is important that any disclosure is dealt with appropriately, both for the wellbeing of the child and also to ensure that your actions do not jeopardise any legal action against the abuser.

There are a number of basic 'rules' that should be followed to ensure the safe handling of any disclosures of abuse from a child:

- Don't panic.
- Remember that the safety and well-being of the child come before the interests of any other person.
- Listen to the child and accept what the child says.
 - Look at the child directly, but do not appear shocked.
 - Don't seek help while the child is talking to you.
 - Reassure them that they did the right thing by telling someone.
 - Assure them that it is not their fault and you will do your best to help.
 - Let them know that you need to tell someone else.
 - Let them know what you are going to do next and that you will let them know what happens.
 - Be aware that the child may have been threatened.
- Write down what the child says in their own words – record what you have seen and heard also.
 - Make certain you distinguish between what the child has actually said and the inferences you may have made. Accuracy is paramount in this stage of the procedure
- Tell your manager or supervisor as soon as possible.
- Refer to Oranga Tamariki or the Police.
- After making the referral to Oranga Tamariki or the Police, look after yourself. Discuss the matter with your manager, supervisor or relevant person.

Important Notes:

- The same action should be taken if the allegation is about abuse that has taken place in the past, as it will be important to find out if the person is still working with or has access to the children
- Dealing with an allegation that a professional, staff member, foster carer or volunteer has abused a child is difficult but must be taken seriously and dealt with carefully and fairly.

Things TO SAY when a child discloses:

- Repeat the last few words in a questioning manner
- 'I believe you'
- 'I am going to try to help you'
- 'I will help you'
- 'I am glad that you told me'
- 'You are not to blame'

Things NOT TO SAY when a child discloses:

- 'You should have told someone before'
- 'I can't believe it! I am shocked!'
- 'Oh that explains a lot'
- 'No not...he's a friend of mine'
- 'I won't tell anyone else'
- 'Why? How? When? Where? Who?'

Things TO DO:

- Reassure the child that it was right to tell you.
- Let them know what you are going to do next.
- Immediately seek help, in the first place from the designated child protector.
- Write down accurately what the child has told you. Sign and date your notes. Keep all notes in a secure place for an indefinite period.
- Seek help for yourself if you feel you need support.

Things NOT TO DO:

- Do not attempt to deal with the situation yourself.
- Do NOT formally interview the child:
 - Never ask leading questions.
 - Never push for information or make assumptions.
 - Only necessary relevant facts should be obtained, when clarification is needed.
- Do not make assumptions, offer alternative explanations or diminish the seriousness of the behaviour or alleged incidents.
- Do not keep the information to yourself or promise confidentiality.
- Do not take any action that might undermine any future investigation or disciplinary procedure, such as interviewing the alleged victim or potential witnesses, or informing the alleged perpetrator or parents or carers.

- Do not permit personal doubt to prevent you from reporting the allegation to the designated child protection officer.

6.4 Peer Abuse

CDC will ensure no form of physical, sexual or verbal harassment or violence from other children in the programme will be sanctioned or minimised in any way.

Staff who witness such behaviour will record this in the appropriate register and inform the Programme Coordinator. While the situation is being evaluated, the children concerned will be separated to ensure the safety of the child and to reduce possible fear and distress.

In some cases, a child who has abused another child at the programme may be immediately suspended, as outlined in the behaviour guidance policy.

7. Emergency Procedures Policy

The following policy outlines actions that will be taken in the event of an emergency. Staff members will ensure all children are advised of emergency procedures at the beginning of the programme.

7.1 Exit and Evacuation

All staff will be trained in emergency procedures and the evacuation plan.

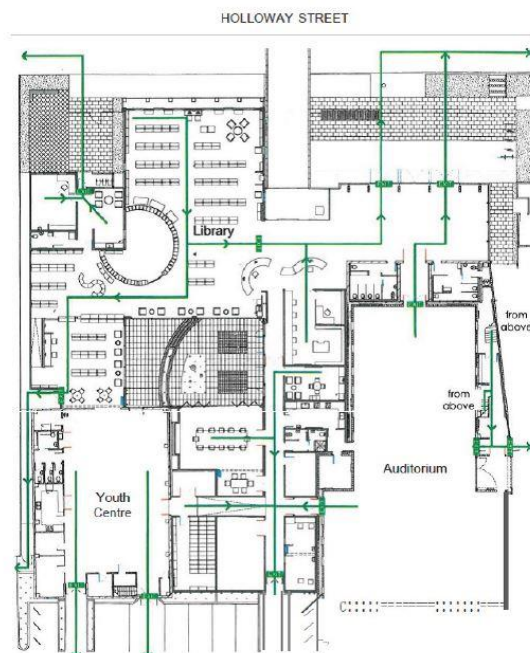
All emergency exits will be clearly displayed and regularly checked to be in working order and free of obstructions. These will be checked and documented by the Programme Coordinator at the beginning of each holiday programme.

Evacuation procedures will be displayed and will clearly indicate where people can assemble safely outside the building.

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 assembly 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

Carterton Events Centre
Emergency Exits



7.2 Alarm (for any emergency situation)

- 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

7.3 Fire

- Evacuate as above
- Seek to extinguish a small fire. 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

7.4 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

8. Staff and Management Policy

CDC will ensure children enrolled in the holiday programme will receive quality care through fair and consistent recruitment procedures, and the training and supervision of all staff, including relievers and volunteers.

Reference checks and Police vetting is carried out for supervising staff prior to employment and kept on file. Reference checks are undertaken to consider the maturity, experience and training of the person being employed.

Compliance precludes the employment of any person in a paid or voluntary capacity, including those in management positions, who has a conviction for sexual crimes or for any offence involving the harm or exploitation of children.

Vetting is repeated at least every three years. Those under the age of 17 years cannot be police vetted, however CDC can still employ staff aged under 17 years as long as they have been reference checked.

8.1 Employment Expectations

All staff members are required to:

- 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 Coordinator about incidents where safety was a concern
- Act professionally. This means:
 - You understand that you are a role model for children's behaviour
 - You are punctual and ready for work at the required time
 - You are dressed appropriately and are fit for work
 - You do not smoke or drink alcohol at the programme
 - You do not use your personal mobile phone while supervising children
 - 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 children and caregivers
 - You respect the confidentiality of any discussions with caregivers or management about children's behaviour. If these issues are serious, make sure the Programme Coordinator is present for these discussions.
 - Any observations/concerns regarding child abuse must be conveyed to the Programme Coordinator
 - If you have any concern or grievance you may also discuss this with the Programme Coordinator or management representative

- There are CDC policies for child protection and health and safety. You are required to be familiar with these policies. If you have questions or concerns about any situation then talk to another staff member and refer to these 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 when 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 criticised for seeking help
- Be "Fit for Work". This means:
 - 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 in uniform
 - Not bringing children or siblings with you unless expressly agreed to by the Programme Coordinator
 - Not being under the influence of non-prescriptive drugs, alcohol or other substances that reduce the ability to perform duties
 - If prescription drugs you are using have the potential to impair performance (e.g., induce drowsiness), you must advise the Programme Coordinator

8.2 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 behaviour that CDC considers to be serious misconduct:

- Failure to disclose criminal convictions
- Abusive or offensive behaviour to any other person
- Theft, vandalism, or unauthorised 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 unauthorised persons any confidential information belonging to the 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

8.3 Staff Training

All staff must complete an induction training covering the programmes policies and procedures, information on hazard management, reporting of accidents and incidents, and emergency procedures.

The training, when undertaken, will be documented, and any further training needs will be provided as is necessary.

Volunteer trainers will also be provided with the Volunteer Guidelines (Appendix 1).

8.4 Grievances and Complaints

Any complaints about the behaviour of a staff member will be treated seriously and in accordance with CDC staff employment policies.

The Community Services Manager is responsible for undertaking any disciplinary action and for ensuring compliance with all relevant legislation.

Staff may be suspended without pay if they are accused of:

- Any form of abuse of a child
- Failing to observe programme rules so that a child is injured or placed in serious danger

9. Behaviour Management Policy

In the interests of creating a safe and enjoyable environment for children, staff will 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 to encourage appropriate behaviour
- Given positive guidance using praise and encouragement and staff will 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

9.1 Behaviour

Positive reinforcement will be used as much as possible with the hope that rewarding good behaviour will promote further good behaviour.

Inappropriate behaviour takes many forms and includes: bad language, yelling inside, yelling aggressively, intimidating others, damaging others belongings, insulting others, biting, kicking, hitting, spitting, throwing objects not meant to be thrown (e.g., toys, food), pushing, shoving, pulling hair, pinching.

9.2 Children's Rights

Children have the right to:

- Be safe and feel safe
- Receive care, attention and support from programme staff
- To be treated fairly by the staff and the other children
- Right to play and be included in activities
- Right to enjoy recreation and relaxation

9.3 Rules and Responsibilities

At the beginning of each holiday programme, clearly defined rules that use appropriate language are conveyed to the children.

The rules will cover the following areas:

- Being respectful including listening to guidance from staff
- Positive, kind behaviour and language, particularly older children being careful of younger children
- Boundaries – behavioural and physical
- Moving around and everyone’s safety

9.4 Guidelines

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”

At all times staff will model the required behaviour and will be available to assist children in managing their behaviour. A stimulating and varied programme will help ensure against boredom.

9.5 Conflict Resolution

Conflict between children is normal. Staff will use appropriate methods and problem solving skills to help children manage their conflict.

Children will mostly respond to a stern reminder of the rules they should be adhering to. When these rules are ignored, staff will use the least intrusive approach possible to rectify the situation. The following strategies will be followed:

- Time out may be used to allow children to cool off, but children will not be isolated from view or from others
- Children will be allowed time to talk about what happened and what the conflict was about
- Ask open-ended questions such as, “What happened?”, “Can you tell me...”, rather than “Did you...?”
- Listen reflectively to ensure you have understood the child’s point of view and that they know you are listening e.g., “You’re saying...” or “In other words...”
- Acknowledge feelings as well as facts. “Sounds like you’re feeling...because...”
- Avoid making judgments or judging children’s solutions. Respect their opinions and attempts to rectify the situation
- Children will be asked how the situation could have been managed differently –

brainstorm to assist children to problem solve

- Children will be asked how they would like to end the situation e.g., apologies, handshake, hug etc
- Children may need help understanding the consequences of a solution e.g., “What do you think would happen if you did that?”
- Children may need help to action their solution. Ask them “What is the first thing you need to do?” or “How are you going to take the first step?”

9.6 Serious Misconduct and Exclusion

- Unacceptable behaviour will be recorded in the Incident Register
- Serious or repeated cases of unacceptable behaviour will be reported to the parent or guardian
- If the unacceptable behaviour continues, the Programme Supervisor, in consultation with management may exclude the child from the programme, either for a short time or permanently
- All discussions and recording of children’s behaviour will be entirely confidential

9.7 Staff Conduct

- 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
- Staff will not discuss the behaviour of children outside the programme without ensuring they protect the confidentiality of the child and the family, except in situations where child abuse or neglect is suspected

10. Programme Management Policy

The following outlines the policy in regards to how the School Holiday Programme will be managed.

10.1 Record Keeping

CDC will comply with the requirements of the Privacy Act 1993 and any amendments.

All information gathered on staff, management, families and children will only be used for the purpose it was collected. This information will be stored securely and will be made available to the individuals concerned when requested.

Any information gathered will not be shared without the owner's permission unless required by legislation.

An enrolment form is required to be filled out by caregivers for all children for each holiday period, regardless of whether they have taken part in the programme previously. This is to ensure all information is up to date and accurate.

All staff will be informed that any information learned during the course of employment with CDC must remain private and confidential at all times. This will be covered in the induction process.

10.2 Attendance

Attendance records will be kept, including sign in and sign out forms, to ensure that the programme has an accurate record of children in attendance. The Programme Coordinator and/or Supervisor must keep accurate records of children's attendance by ensuring parents complete the sign in/out forms daily.

School Holiday Programme Volunteer Guidelines (Appendix 1)

The following guidelines highlight relevant clauses from the CDC School Holiday Programme Policies and Procedures 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)

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