

St. Columba's Presbyterian Church Taradale

Kids Friendly Care

Policies & Procedures

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1. Programme Environment

(A) *Philosophy*

The OSCAR Kids Friendly Care operated by St Columba's Presbyterian Church provides an environment that is both safe and secure for all children. The well-being of all children is our paramount consideration.

In doing so this provides a basis from which the children will enjoy, grow, and prosper during their time at our holiday programmes.

The programme philosophy is based on St Columba's Presbyterian Church Mission Statement of:

‘A family reaching out in love to God, each other, and the community’

Therefore our programmes are based on love and respect, involve a Christian focus, and are community based.

(B) *Cultural Issues*

Our staff are non-sexist and non-racist and are sensitive to the special needs of children appreciating their values, customs and culture. We celebrate, include and embrace children of all cultures and faiths.

(C) *Behaviour Management*

All programmes are designed to ensure that children and families experience an environment where they are safe, secure, respected, and their dignity is protected.

All programmes rules will be based on respect for each other's person and property.

Positive reinforcements will be used at all times and a stimulating and varied programme will be provided to ensure against boredom.

Children want to be happy and have fun. To ensure that this happens our rules include:

- (i) Treat other people as you would want to be treated yourself.
- (ii) Respect other people's property.
- (iii) Fighting, swearing, name calling, biting, and similar behaviour is hurtful and will not be allowed.
- (iv) Play safely.

- (v) When spoken to by staff, listen carefully and follow directions.
- (vi) Please do not yell or run inside.

Consequences of 'fair play' may include:

- (i) A small reward.
- (ii) Extra time on or at something special.

Consequences of unfair play or behaviour may include:

- (i) Discussing with the child what is happening and why it may not happen again. In addition demonstrate the proper way to behave and when performed by the child offer praise.
- (ii) Removing the child from where he/she is and sitting him/her down at a quiet supervised activity. Before the child returns to the group the staff member will review with them what behaviour is expected.
- (iii) If a child continually misbehaves, the parents will be notified when they pick up the child (at once if the child is out of control or runs away) and will be asked to support the staff in their attempts to encourage the child to behave.
- (iv) If inappropriate behaviour continues, parents will be asked to meet with the Coordinator to plan a course of action. (Decisions must be documented with copies to parents and staff.)
- (v) The child will be given an agreed upon number of chances to improve behaviour but after these will be asked to leave the programme.

At no time will punitive discipline be used. This includes punishing children by physically hitting, punching, kicking, biting, and physical restraint.

At no time will discipline take the form of emotional abuse. Emotional abuse includes belittling, 'putting down', shaming, favouritism, and humiliation.

At all times staff will maintain a fair, consistent and positive approach to children's behaviour.

When children are in conflict with each other, staff will encourage the children to resolve the situation themselves and aid by making suggestions on how to do so. If they cannot, they will not be allowed to play with each other.

Children will only be physically restrained if their immediate safety is at risk and verbal commands have failed.

All incidents of misbehaviour will be written up on an Incident Report Sheet.

(D) Activities

All programmes will provide a safe, varied and stimulating programme that meets the developmental, emotional, spiritual, intellectual and physical needs of the children.

The following range of activities will be offered:

- (i) 'Christian-based' activities such as reading bible stories, activities around the bible story to build understanding, and creative play/arts and crafts based on the bible story.
- (ii) 'Music and Movement' activities such as singing and dance.
- (iii) Arts and crafts, play dough and dress ups.
- (iv) 'Technology' activities such as lego, cooking etc.
- (v) Indoor/outdoor games such as hockey, basketball, soccer, rugby and board games.
- (vi) Movies.
- (vii) Playground, sandpit and skating/scootering.
- (viii) Trips to activities off-site such as Anderson Park, Dolbel Reserve, Onekawa Pools and Marine Parade Playground.

2. Programme Operations

(A) Programme Hours

Holiday Care Hours

The holiday programme will operate between 7.30am and 5.30pm, Monday to Friday on specified weeks of the School holidays. This is subject to change on the approval of the Kids Friendly Care Management Committee. The holiday programmes will not operate on public holidays.

Before School Care Hours

Before School Care will operate between 7.30 and 8.30am, Monday to Friday throughout the School year. This is subject to change on the approval of the Kids Friendly Care Management Committee. Before School Care will not operate on public holidays.

After School Care Hours

After School Care will operate between 3.00 to 5.30pm, Monday to Friday throughout the School year. This is subject to change on the approval of the Kids Friendly Care Management Committee. After School Care will not operate on public holidays.

(B) Fees

(i) Holiday Programme

WINZ Parents \$7.00 per hour

Cash Paying Clients

First & Second Children \$40.00 per day

Third and subsequent children \$20.00 per day

For trip days (Tuesday/Thursday) a \$15 fee is applicable

If the child is booked in for the whole week the weekly fee is \$220 per child.

(ii) Before School & After School Care

Before School Care \$7 set fee

After School Care \$7 per hour

Third and Subsequent Child \$3.50 per hour

There is a minimum charge of \$10.50 for after school care (until 16.30). After this (between 16.30 and 17.30) you will be charged for the actual time your child attends.

With our community based focus, fees will be set to enable as many children as possible to attend. Fees are to be paid directly into St Columba's bank account or by cash/cheque paid to the Coordinator. A receipt will be provided on payment. Fees are only refunded on the discretion of the Co-ordinator.

(C) Roll Size

Before School Care Maximum of 20 children per day

After School Care Maximum of 40 children per day

Holiday Programmes Maximum of 60 children per day

(D) Enrolment Procedures

All families must complete an online enrolment at kidsfriendlycare.aimyplus.com before the child can participate in the programmes.

It is the responsibility of the parents/guardians/carers (to be called 'parents') to inform the Co-ordinator:

- (i) Any changes to information on the form.
- (ii) Any custody or access arrangements.
- (iii) Changes to attendance arrangements previously confirmed.

The enrolment form will include the following:

- (i) Child's name, date of birth, address, home phone number
- (ii) Parents names, home address, all daytime phone numbers
- (iii) Name and contact details of emergency contacts
- (iv) Name of adults authorised to pick up the child
- (v) Any health, or medical conditions, including what treatment is required, or if the child is self medicating (i.e. asthma).
- (vi) Any access or custody arrangements and/or protection orders.
- (vii) Any other relevant information necessary to provide proper care

Upon enrolment the parents and the child will be introduced to staff, informed of relevant rules, Church boundaries and other facilities such as toilets etc.

(E) Absenteeism

Any absenteeism must be reported to the Management 48 hours in advance or a full charge will be made to the client.

(F) Confidentiality

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

All forms, such as enrolment and staff information forms, will state why information is collected and what will be done with the information, for example, for emergencies, birthdays, health and safety of a child. No information is shared except with the owner's permission or as required by legislation, e.g. Health and Safety Act. All files holding confidential information will be duly secured and kept away from the access of unauthorised 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 in private.

(G) *Arrivals & Departures*

For Holiday Programme Care Parents must:

- (i) Sign their child in and out. Parents will be informed of this requirement at the time arrival and departure.
- (ii) Contact the Coordinator before the beginning of the holiday programme if their child will not be attending, or if the child is to be dropped off late.

For Before School Care Parents must:

- (i) Sign their children in.
- (ii) Children will be taken to School at approximately 8.30am. If parents have given permission for the children to make their own way to School then the responsibility falls with the parents as soon as they leave the Church premises.

For After School Care Parents must:

- (i) Sign their children out. It is the responsibility of the Co-ordinator to ensure all children are signed in.

If a child is expected to be attending but is not at the pick-up point at the appropriate school then:

- (i) The Carer will enquire at the School Office for the child's whereabouts
- (ii) If the child is not found then the parents will be contacted
- (iii) If contact is not made then the emergency contact will be phoned
- (iv) If no contact is made then the Police will be contacted

If children are making their own way to the Church premises the children are not the responsibility of Kids Friendly Care until they arrive at the Church. If the child does not arrive then within 15 minutes of their expected arrival then:

- (i) The Church premises will be searched
- (ii) If the child is not found then the parents will be contacted
- (iii) If contact is not made then the emergency contact will be phoned
- (iv) If no contact is made then the Police will be contacted

If an unauthorised person visits or comes to collect a child, the Coordinator will:

- (i) Contact the parent for approval before permitting a child to visit with someone or leave the programme.
- (ii) Parents must inform the Coordinator if a person who is not listed on the enrolment form will be collecting the child.

If a child is not collected at the end of any day, the following procedures will be followed:

- (i) A staff member will stay with the child while the parent or emergency contact is contacted.
- (ii) If there has been no contact within one hour of the programme closing the Police will be contacted. If the child is moved from the site, a note will be left at the centre indicating where the child has been taken. The Kids Friendly Care Management Committee Chairperson will also be informed.
- (iii) Unless the Coordinator has been informed of a late pick-up, a late pick-up fee of \$10.00 per 15 minutes will be charged.

Written permission must be given for children to leave Kids Friendly Care unaccompanied. The Coordinator will be responsible for ensuring that the child leaves when expected and are signed out of the programme.

(H) Transportation of Children & Guidelines for Excursions

- (i) Permission from parents for all trips is provided upon completion of the online enrolment along with approval that their children may be transported in private vehicles and that only one adult may be present in the car at any one time.
- (ii) Transport options include Kids Friendly Care's van, private vehicles, chartered bus (staff will check that the vans have a current WOF and Registration) and walking.
- (iii) When using private motor vehicles all drivers must have a full Driver's Licence and their cars a current WOF, abide by all transport laws, registration, and current insurance. The Vehicle Use Form must be signed by the staff driver. Phone contact must be available with each motor vehicle.
- (iv) The Coordinator must take a list of all children going on an excursion.
- (v) Children must be name checked onto the vehicle and numbers in vehicle checked off against list. The roll will be taken at regular intervals during the day.
- (vi) Pupil to staff ratios must be adhered to as per the Risk Assessment Management Plan (RAMS Sheet) for that trip.

- (vii) The venue, expected return time and the Coordinators phone number will be left on the door to the Hall at the back of Church (i.e. the entrance to Kids Friendly Care).
- (viii) Children will be instructed on safety guidelines and appropriate behaviour before they leave.
- (ix) A staff member will accompany children to the toilet and wait outside.
- (x) Children will walk together in a group with at least one adult in the rear and one adult leading. Where there is a road to cross pedestrian crossings will be used, if they are available. One adult will stand in the middle of the road to ensure traffic is stopped before children begin to cross and will remain there until all children are safely across the road.
- (xi) Where there is access to a swimming place children will be supervised at all times by an adult who is trained in water safety and resuscitation.
- (xii) Cellphone, First Aid Kit, and child records/contact phone numbers etc, must accompany each trip.
- (xiii) Risk Analysis (RAMS) will be made of all excursions, including emergency procedures and staff responsibilities during emergencies. The Coordinator will develop a plan to manage all risks.
- (xiv) If an accident or breakdown occurs then the driver must immediately inform the Coordinator. AA will be called and alternative transport arrangements made if necessary.
- (xv) When collecting children from School or delivering children to School children will walk together in a group with at least one adult in the rear and one adult leading. Where there is a road to cross pedestrian crossings will be used, if they are available. One adult will stand in the middle of the road to ensure traffic is stopped before children begin to cross and will remain there until all children are safely across the road. On occasions children will be transported by Van or private car and are subject to the same policies as outlined above (section G).

(I) Complaints Procedure

Should a parent have complaints about any aspect of Care, they should:

- (i) Approach the Coordinator who will attempt to rectify the situation.
- (ii) If the parent is still unhappy, then they should contact the Chairperson of Kids Friendly Care Management Committee to discuss the situation.

- (iii) Further complaints must be in writing and include details of the grievance and desired outcomes. This correspondence should be marked 'CONFIDENTIAL' and addressed to the Kids Friendly Care Management Committee, St Columba's Presbyterian Church, Gloucester Street, Napier. The Kids Friendly Care Management Committee will endeavour to respond within 14 days. Where possible, a mutually agreeable outcome will be sought.
- (iv) Should the complaint concern the safety of the child, the parent also has the right to contact the Child Youth & Family Service or the Police.
- (v) As part of the regular report to the Kids Friendly Care Management Committee, the Coordinator will also update the Management Committee of any verbal complaints received.

(J) Children with Special Needs

Children with special needs will not be excluded from the programme, provided that the Coordinator is confident that the child's needs can be catered for without adversely affecting the other children.

Details of the child's special needs must be noted on enrolment including medication, diet and supervision, and all staff made aware of these needs and how these needs are best met.

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

If a child requires further special aids, eg modified facilities, or further staff training is required, the Coordinator will consult with the Kids Friendly Care Management Committee who will make the final decision. Each case will be considered individually and every effort will be made to include the child within the limits of the resources of the programme.

(K) Food

For Holiday Programme Care

- (i) Children will be provided with morning and afternoon tea during the holiday programme. Parents are expected to provide lunch for their children.
- (ii) Where possible the preparation of morning and afternoon tea will be incorporated in the daily programme, for example baking.
- (iii) Morning and afternoon teas will be nutritional in content and offer variety. On special occasions lollies/chocolate will be provided.
- (iv) Children must wash their hands before morning and afternoon tea.

Parents are expected to fully brief the Coordinator on any food allergies or nutritional requirements that the child may have.

For Before School Care

Food will not be provided unless specifically requested.

For After School Care

- (i) Children will be provided with afternoon tea which will be nutritional in content and offer variety.
- (ii) Children must wash their hands before afternoon tea.

Parents are expected to fully brief the Coordinator on any food allergies or nutritional requirements that the child may have.

3. Health & Safety

Kids Friendly Care will take place in a safe and healthy environment, suitable for the care of children and for the needs of the staff and volunteers. At all times the well-being and safety of the children is paramount. All relevant legislation will be adhered to.

(A) Hazards & Risk Management

The safety of children and adults at Kids Friendly Care will be ensured by:

- (i) Identifying and recording all potential health and safety hazards. A Hazards Check List must be completed and signed everyday.
- (ii) Assessing the risk to staff and programme participants of all potential hazards.
- (iii) Ensure controls are in place to remove or minimise all potential risks.
- (iv) Use healthy and safe work practices, together with staff training.
- (v) RAMS Form will be completed for all activities that pose particular safety risks. It is the responsibility of the Coordinator to ensure RAMS forms are completed prior to the commencement of each programme.
- (vi) All staff will be involved in hazard identification and on information pertaining to identified hazards. All staff will be briefed on any hazards identified.
- (vii) All RAMS will be reviewed each time the activity takes place by the Coordinator to ensure no new risks have been identified.
- (viii) Health & Safety information will be discussed at staff meetings where staff will be informed of all Health & Safety Policies and Regulations.

(B) Illness and Medication

Kids Friendly Care is responsible for all children who attend from the time of pick-up or arrival at Kids Friendly Care, to the time of departure.

If a child becomes ill it is preferred that the child be picked up as soon as possible. However in the meantime the child will:

- (i) Be made comfortable in a quiet area, and the parents or emergency contacts notified.
- (ii) Medications cannot be administered unless written permission has been given. Only the Coordinator may give medication and must sign the Medicine Consent Form with the dosage administered. All medicine must be labelled with the child's name and dosage, and must be stored out of reach.
- (iii) Staff with communicable diseases must not administer first aid or handle sick children.

First Aid Kits are stored out of reach of children and are checked monthly.

(C) Accidents And Incidents

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

- (i) Staff will immediately inform the Coordinator
- (ii) Appropriate first aid will be administered
- (iii) If a child needs medical attention, parents will be contacted to ascertain if they would prefer to take the child themselves or would they prefer staff to take them to the medical centre of their choice.
- (iv) If parents or alternative contacts are unavailable, the child will be taken to the nearest available medical facility.
- (v) If serious injury occurs, parents will be notified and an ambulance called. If it is not possible to call an ambulance, children may be transported in a private vehicle.
- (vi) All accidents and incidents will be recorded using Accident/Incident Forms.
- (vii) Minor injuries will be recorded by staff and parents notified at the end of the day. For injuries requiring medical attention, or when a more serious injury is suspected (e.g. a head injury) a complete accident report will be filled out which the parent must sign.

(D) Regular Cleaning

A clean environment will be ensured at all times by:

- (i) Sweeping/vacuuming all floors
- (ii) Emptying rubbish
- (iii) Washing kitchen and toilet floors
- (iv) Wiping all kitchen benches/surfaces before and after food is prepared
- (v) Cleaning toilets and hand basins – washing all kitchen cloths, tea towels and handtowels
- (vi) Storing cleaning agents and medicines inaccessible to children
- (vii) Clean fridge and any areas where food is stored
- (viii) Dusting
- (ix) Sorting and checking art areas, toys, equipment, etc
- (x) Wash paintwork
- (xi) Launder dress-ups, cushions and soft toys

(E) Toilet Facilities

- (i) Toilets are to be kept clean and always have a supply of soap and toilet paper.
- (ii) If a child wets or soils themselves they will be given a change of clothes, washcloth and a plastic bag. Further assistance will be provided by staff which is appropriate to the age of the child involved.
 - (iii) If the child is distressed the parent is to be contacted.
- (iv) On excursions, should they require a toilet they will be accompanied by a staff member who will ensure the toilet is safe and serviced. The staff member is to wait outside.
- (v) Children will be encouraged to wash hands after toileting and before handling any food.

(F) *Smoke-free Policy*

The St Columba's Presbyterian Church has a no smoking policy. Therefore smoking is not permitted in the Church buildings and smoke free signs are displayed prominently.

(G) *Sun Safe*

When the weather is hot all children must wear a sun hat when outside. Sunblock must also be applied which, if necessary, will be supplied. It is the responsibility of the Coordinator to ensure that all children outside are wearing a hat and sunblock and if not that child will not be allowed outside.

(H) *Policy on Pets*

No animals will attend or be kept on the Church premises.

When encountering animals on excursions all rules of the activity/business will be strictly adhered to.

4. Child Protection

The staff and the Kids Friendly Care Management Committee recognise their responsibility to safeguard the welfare of all children and young people taking part in our programmes.

The Kids Friendly Care Management Committee aims at all times to meet its obligation to ensure we provide safe programmes and positive experiences and opportunities for children and young people, to the highest possible standard of care.

(A) *Key Principles*

The key principles underpinning the Care and Protection Policy are:

- (i) Every child's well being is, and must always be, the paramount consideration.
- (ii) All children and young people have a right to be protected from abuse, regardless of their age, gender, disability, culture, language, racial origin, religious beliefs and/or sexual identity. The needs of special needs children and any other children who may be particularly vulnerable, must be taken into account. The Kids Friendly Care Management Committee and staff will ensure the safety and protection of all children involved in our programme activities, through adherence to these Child Protection guidelines adopted by the Board.
- (iii) All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.

- (iv) All staff (paid/voluntary) working in programmes have a responsibility to report concerns to the Coordinator or appropriate management person. Staff/volunteers are not trained to deal with situations of abuse or to decide if abuse has occurred.

(B) Disclosure Procedures

If a child says something or acts in such a way that abuse is suspected, the person receiving the information should:

- (i) React in a calm but concerned way.
- (ii) Tell the child that s/he is right to share what has happened; and that s/he is not responsible for what has happened.
- (iii) Take what the child says seriously.
- (iv) Keep questions to an absolute minimum only to clarify what the child is saying; never to interrogate.
- (v) Not interrupt the child when they are recalling significant events.
- (vi) Reassure the child that the problem can be dealt with.
- (vii) Not give assurances of confidentiality which cannot be kept but should reassure the child that the information will only be passed on to those people who need to know.
- (viii) Make a full record of what is said and done, though this should not result in a delay in reporting the problem.

The record should include:

- A word for word record of the child's disclosure. This may be used later in a criminal trial and it is vital that what the child discloses is recorded as accurately as possible. Therefore, the record must be drafted in the child's words and should not include the assumptions or opinions of others.
- A nature of the allegation or concern.
- A description of any visible physical injury (clothing should not be removed to inspect the child).
- The child's account of what has occurred.
- Any dates, times or places and any other potentially useful information.

The problem should be reported **IMMEDIATELY** to the Coordinator or the Kids Friendly Care Management Committee who will take the appropriate action.

It is recognised that staff may need support after receiving a disclosure from a child and will be offered appropriate counselling.

(C) Procedure for allegations or suspicion of abuse against a member of staff at work

This can be an extremely difficult issue to deal with. It can be difficult to accept that a colleague may deliberately harm a child. It may also be that the behaviour that causes concern is bad practice rather than abuse. When a concern arises, there are three processes that may need to take place. These are:

- (i) A child protection investigation.
- (ii) A criminal investigation.
- (iii) Action by Session to discipline or remove the person concerned.

It is important that these are properly co-ordinated and that events are managed in the right order. For this reason the Kids Friendly Care Management Committee will take no direct action against a member of the staff/volunteer team without the advice and agreement of the investigating agencies (e.g. the police, Child, Youth, Family), except where such action is necessary to protect a child.

If, following consideration and any consultation, the concern clearly is about bad practice rather than abuse, the Kids Friendly Care Management Committee will take the necessary action to advise, manage or instigate disciplinary action against the member of staff about whom the allegation has been made.

Irrespective of the outcome of the Police & Child, Youth and Family investigations, the Kids Friendly Care Management Committee may consider suspension and/or other action as per its usual disciplinary procedure.

(D) Incidents that must be reported/recorded

If any of the following occur you should report this immediately to the Coordinator and the Kids Friendly Care Management Committee:

- (i) If you accidentally hurt a child.
- (ii) If he/she seems distressed in any manner.
- (iii) If a child appears to be sexually aroused by your actions.
- (iv) If you are concerned that a relationship is developing that could represent an abuse of trust.
- (v) If you are concerned that the child is becoming attracted to you.
- (vi) If you are concerned that a colleague is becoming attracted to someone in his/her care.
- (vii) If a child misunderstands or misinterprets something you have done.

- (viii) If you have had to use reasonable physical restraint to prevent a child harming themselves, or another, or from causing significant damage to property.
- (ix) If a child reports an allegation of abuse regarding a member of an external organisation e.g. tutor or sports coach staff.

(E) *How to minimise risk*

All members of the staff team should be encouraged to demonstrate exemplary behaviour when working with children in order to protect children from abuse and themselves from false allegations. The following are common sense examples of how to create a positive culture and climate:

- (i) Maintain a register of children working with you at any given time.
- (ii) Work in an open environment avoiding private or unobserved situations and encouraging open communication. Avoid spending excessive amounts of time alone with children away from others.
- (iii) Treat all children equally, with respect and dignity.
- (iv) Always put the welfare of the child first.
- (v) Maintain a safe and appropriate distance with children. It is not appropriate for staff, students or volunteers to have an intimate relationship with a child.
- (vi) Ensure that if any form of physical touching is required, it should be provided openly and kept to a minimum. Be an excellent role model.
- (vii) Where required give enthusiastic and constructive feedback rather than negative criticism.
- (viii) Keep a written record of any injury that occurs, along with the details of any treatment given.
- (ix) Attend relevant training courses that are provided.

The following actions and behaviours can never be acceptable. You should never:

- (i) Engage in rough physical or sexually provocative games.
- (ii) Allow or engage in any form of inappropriate touching.
- (iii) Allow children to use inappropriate language unchallenged.
- (iv) Make sexually suggestive comments to a child, even in fun.

- (v) Deliberately reduce a child to tears as a form of control.
- (vi) Allow allegations made by a child to go unchallenged, unrecorded or not acted upon.
- (vii) Invite or allow children to stay with you outside of work.
- (viii) Do things of a personal nature for children that they can do for themselves. (It may sometimes be necessary for staff or volunteers to do things of a personal nature for children, particularly if they are young or are disabled. These tasks should only be carried out with the full understanding and consent of parents/carer or teacher. There is a need to be responsive to a child's reactions, talk with him/her about what you are doing and give choices where possible. This is particularly so if you are involved in any dressing or undressing of outer clothing, or where there is physical contact, lifting or assisting a child to carry out particular activities. Avoid taking on the responsibility for tasks for which you are not appropriately trained).
- (ix) Sports and some play activities involving children may necessitate physical contact. It is important for adults to understand what is appropriate within such activities, to avoid anything that could be misunderstood, and for such activities to be supervised.

(F) Monitoring

The Kids Friendly Care Management Committee will record any incidents relating to care and protection. Confidentiality will be maintained at all times. Any concerns or patterns that emerge will be dealt with appropriately.

(G) Information Protection

Any information regarding child protection issues will be stored in a secure place and there will be limited access to this by the Kids Friendly Care Management Committee and other parties such as CYF, NZ Police.

Information relating to any disclosures will be passed to the local CYF and Police or other relevant agency only. Concerns relating to child protection which have not been referred to an external body will be retained in a secure location by the Kids Friendly Care Management Committee for a period of one year.

5. Supervision

Kids Friendly Care comprises an indoor and outdoor area. At all times each area is fully supervised and children are within the sight and sound of staff.

(A) Staffing Requirements

- (i) A minimum of two staff are required in supervision of children attending. When children are being transported in a vehicle it is acceptable for children

to be with one adult only. On-site the child/staff ratio will be a maximum of 1:10. For excursions the child/staff ratio will be set in accordance with the Risk Analysis and Management Strategies (RAMS) developed for the excursion.

- (ii) Children must be within sight and sound of one staff member.
- (iii) All staff under 16 will be supervised by an older staff member and are not counted in the staff/child ratio.
- (iv) At least one person 20 or over will be on site. This person does not have to be actively involved in the programme activities but does have overall responsibility for the supervision of staff and children.
- (v) The Coordinator and/or the Assistant Coordinator will be in attendance at the programme at any one time.
- (vi) Attendance records are kept for each day and are easily accessible to staff.

(B) Procedures to ensure Children are within sight/sound of staff:

- (i) Establishing and informing children of rules that require the children to stay within eyesight of a staff member. These rules will be openly displayed within the Church buildings.
- (ii) Boundaries for play will be set and informed to the children.
- (iii) Children may only play in fenced areas away from roads or within the Church boundary that is highlighted with coloured cones.
- (iv) Staff will position themselves in a position to see a wide view of the situation which enables responsive intervention if necessary.

6. Emergencies

Kids Friendly Care aims to have at least one earthquake and fire drill every two week holiday programme. During these drills we will talk to children about required safety practices and procedures in the event of an emergency and will practice evacuating the building and familiarise children with the fire alarm, assembly points and procedures.

(A) In the event of a fire

- (i) From Fish Hall, the Old Hall, and Sunday School Rooms – we will leave immediately through the nearest exit doors (as marked) to the grass area by the hedge for assembly.
- (ii) The Fire Alarm will be activated immediately and the Fire Service will be called (by the Coordinator).

- (iii) The staff will check rooms for children, activate the fire extinguisher if safe and take the roll call of all children (with Attendance Sheets).
- (iv) No one will leave the muster zone until instructed by staff.
- (v) No one will re-enter the building until approval has been given by the Fire Service. If approval is not given then staff will supervise children until parents are able to collect their children.
- (v) The children will be taught to:
Stop, Drop, Roll
If they find themselves on fire.

(B) In the event of an earthquake

- (i) Children will be instructed to:

Stop, Drop, Cover head
- (ii) Children will leave by the nearest exit and assemble on the grass area by the hedge.
- (iii) A roll call will be taken as soon as possible at the pre-arranged assembly point.
- (ii) We will look after your children if you are unable to reach our centre.
- (iii) It may be necessary to close the programme if we are unable to provide support to those children remaining and to report to our local Civil Defence Centre. If this occurs we will leave a notice on the exterior door of the main entrance detailing when we left and the names of those who came with us.

(C) Staff response to Fire Alarm

- (i) Staff to lead children from buildings to the assembly point on the grass area by the hedge.
- (ii) A roll call is then to be taken.
- (iii) The Coordinator assumes the position of Fire Warden and calls the Fire Service.
- (iv) If a false alarm, children return to the buildings.
- (v) If not, check rooms for children, activate fire extinguisher if needed and safe to do so.

- (vi) Fire Warden/Coordinator to check on fire status and to check that everyone is out of the building. Fire Warden is to wear a 'fluoro jacket' when conducting evacuation.
- (vii) Fire Warden/Coordinator to instruct staff when it is safe to return to the building.

(D) Means of escape to be monitored

Checks on the means to escape will be undertaken at regular intervals to ensure that:

- (i) They are kept clear of obstacles.
- (ii) Exit doors are not locked, barred, or blocked so as to prevent occupants from leaving the building at any time.
- (iii) Stairways and passageways which are designed specifically for means of escape from fire are not used as places of storage or places where refuse is allowed to accumulate.
- (iv) Flammable liquids or materials shall not be stored near or within any part of the building used as a means of escape from fire.

7. Staff & Management

The term 'Staff' refers to any person Kids Friendly Care relies on to deliver its services. This includes volunteers, management and paid staff. It is understood that no person under the age of sixteen is included in the staff/child ratio as a staff member.

To ensure qualified and competent staff the following policies and procedures will be followed:

(A) Recruitment

- (i) Recruitment of workers for the programmes is the responsibility of the Coordinator and the Kids Friendly Care Management Committee.
- (ii) Each position will be advertised either through written publications and/or by word of mouth.
- (iii) Applicants must complete an Employment Application Form that requires at least two referees.
- (iv) A shortlist will be compiled for interview and the remaining applicants informed that their applications have been unsuccessful. Any interviews will be carried out by the Coordinator, Church Minister and one other member of the Management Committee.

- (v) The applicant must be willing to have their name cleared by Police Vetting. No person will be employed (either in a paid or voluntary position) who has a conviction for sexual crimes or for any other offence involving the harm or exploitation of children. Police Vetting must be renewed every two years.
- (vi) All applicants are asked to complete a Staff/Volunteer Information Sheet which includes a declaration that they do not have a criminal conviction.
- (vii) When deciding on the successful applicant all aspects of the applicant's background including their level of maturity, experience and training will be taken into account.
- (viii) The successful applicant will be notified of the decision in writing, and by phone call from the Coordinator. The successful applicant must sign a declaration that they do not have a criminal conviction in terms of sexual crimes or for any other offence involving the harm or exploitation of children.
- (ix) The successful applicant will be given a:
 - Job description
 - Clear understanding of their 'duty of care' which continues until the parent collects the child.
 - Employment Agreement which must be agreed upon and signed before beginning work
 - Code of Behaviour/Conduct – clear understanding of responsibility, limits of responsibility and expectations of their work and behaviour.
 - Orientation training including summary of the Policies & Procedures.

(B) Police Vetting

All staff working at Kids Friendly Care are considered a "Core Children's Worker" for the purposes of screening and vetting under the Vulnerable Children Act

- Before appointment, all staff must agree to being vetted with the New Zealand Police. All staff vetting is conducted in accordance with the provisions of the Criminal Records (Clean Slate) Act 2004 and Vulnerable Children Act 2014.
- The programme will confirm identity of any applicant prior to vetting, in accordance with Police Vetting requirements, specified on the vetting consent form. .

- Any person with an offence specified in the “workforce restriction” in the Vulnerable Children Act 2014 will not be allowed to work in the programme.
- The police vetting result will be retained in staff files and may be viewed by MSD Approvals staff.
- Police vetting will be repeated for all staff, every two years

(C) Duty of Care

Duty of Care is the legal obligation each person has to take reasonable care to avoid causing foreseeable harm to another person or their property.

Duty of care starts when a staff member arrives for work and ends when the last child is collected. All staff will be made aware of this responsibility in the Code of Behaviour and during induction training.

Kids Friendly Care aims to create an environment for children that is fun, caring and safe. In order to achieve this, staff should be aware of these professional guidelines.

(D) Employment Agreements

- (i) All staff must have an Employment Agreement.
- (ii) The employment agreement will be negotiated and signed by both the employer and employee.
- (iii) The employment agreement must be in writing and contain the following:
 - Names of the employer and employee.
 - Description of the work.
 - An indication of when and where the employee is to work.
 - Wages and reimbursement of expenses and when and how payments will be made.
 - Hours of work.
 - A disputes procedure and a description of the services available for helping with employment relationship problems.

(E) Code of Behaviour

Leader’s responsibilities towards children:

- (i) Ensure the safety and wellbeing of all children in your care.

- (ii) Make certain that all activities are undertaken with sufficient suitably qualified supervision and approved resources.
- (iii) Treat all children as individuals, with dignity and sensitivity, avoiding favouritism, respecting their culture, their home background, their age and their physical and mental abilities.
- (iv) Neglect, harassment, bullying, sarcasm, and bad language are unacceptable, as is any degree of physical, emotional, mental or spiritual abuse.
- (v) Respect children's privacy at all times, particularly where activities include sleeping, changing of clothes, bathing and ablutions.
- (vi) Remain in sight of others, even if out of hearing, when dealing with an individual child. Avoid unaccompanied and unobserved activities and inappropriate physical contact.

Leader's responsibilities towards parents:

- (i) Take time to know all parents.
- (ii) Keep parents / guardians informed, inviting them to participate in or observe the programme being provided.
- (iii) Find out if children have any special needs or medical requirements.
- (iv) Obtain written consent from parents / guardians prior to undertaking activities off church premises. Request their involvement in transporting and other arrangements.

Leader's responsibilities to the Church:

- (i) Conduct yourself in a manner in keeping with Christian principles and ethics.
- (ii) Be a healthy role model.
- (iii) In providing instruction in the Christian faith, teaching and training should follow that approved of by Session.
- (iv) Report regularly on ministry with children to the Session.
- (v) Be educated in the recognition of the warning signs and symptoms of abuse.

Leader's responsibilities to self:

- (i) Use approved material, be well prepared for classes and attend training and planning meetings which look at upcoming material.

- (ii) Keep contact with Session to support you, and overview children's ministry in the parish.
- (iii) Avoid placing yourself and your co-workers in compromising situations and protect yourself from actions that may be misconstrued.
- (iv) Support your colleagues, and develop good relationships with them.
- (v) Report to Session, any anxieties you have regarding questionable behaviour of any person participating in children's ministry. This is to safeguard the integrity of leaders from potential accusations of abuse.

(F) Staff Training

- (i) Ongoing training will be evaluated regularly in line with legislative requirements.
- (ii) The cost of renewal of the First Aid Certificate will be covered by Kids Friendly Care.
- (iii) Reimbursement for any training undertaken by staff will be considered by the Kids Friendly Care Management Committee on a case by case basis.
- (iv) The Coordinator is responsible for ensuring that all staff are sufficiently trained in First Aid, emergency procedures, recognising suspected child abuse, child management and all centre policies, to ensure the safety of the children at all times. Volunteers and less experienced staff will receive adequate support and supervision.
- (v) New staff will receive training on the job as the supervisor feels is required.
- (vi) All staff training sessions will be recorded.

(G) Volunteers

- (i) All volunteers are under the responsibility of the Coordinator.
- (ii) All volunteers must complete the Information Sheet and be Police vetted.
- (iii) All volunteers should have a maturity that is appropriate for supervising the children in the programme.
- (iv) Referee checks will be performed by the Coordinator.
- (v) Volunteers are not expected to assume the responsibilities of permanent paid staff.
- (vi) Volunteers receive orientation training, a job description and the code of behaviour.

(H) Performance Appraisal

- (i) Staff appraisals will be conducted annually with the sole intention of encouraging each worker to work to their potential.
- (ii) The appraisal will be based on the relevant Job Description and will identify strengths and weaknesses. It will consist of observations carried out over several weeks, a self-appraisal, and an interview with the Coordinator. At this time further training may be recommended.
- (iii) The appraisal will be placed on the Employee File.
- (iv) All appraisals will be confidential between the Coordinator, Kids Friendly Care Management Committee and the staff member being appraised.
- (v) The performance appraisal process for the Coordinator will be conducted by the Kids Friendly Care Management Committee, who will seek input from co-workers and parents. The appraisal interview will be attended by a maximum of two members of the Kids Friendly Care Management Committee.

(I) Grievances & Complaints

- (i) If a staff member is not performing adequately the Kids Friendly Care Management Committee will be fully informed by the Coordinator. Every reasonable effort will be made to help the staff member understand the problem and to improve.
- (ii) The following procedure shall apply where the employee may have been guilty of serious misconduct, misconduct, or poor performance:
 - The employer will enquire into the circumstances of the matter as soon as practicable after it comes to the employer's notice and shall give the employee reasonable opportunity to comment on the issue or complaint or concern.
 - The employee will be entitled to have a support person or legal representative present at all stages of the enquiry.
 - If, after hearing the employee's explanation on the matter of complaint or concern, the Kids Friendly Care Management Committee is satisfied that there has been serious misconduct, the employer may terminate the employee's employment either without notice or on giving such notice as the employer deems appropriate in all the circumstances.
 - If, after hearing the employee's explanation, the employer is satisfied that there has been misconduct, the employer may, in the employer's sole discretion, either give the employee a written warning which is

expressed in terms to warn the employee that any repetition of the conduct in question or similar conduct within six calendar months of the date of the warning is liable to result in termination of the employment; or take the matter no further.

- Where the employee's act or omission is established to be misconduct, the following warning procedure is to be followed:

First Offence – A verbal warning will be given by the employer with a written record of this warning kept.

Second Offence – A written warning *shall* be given by the employer to the employee. This warning shall include:

- A statement of the problem.
- Identification of any rule that has been broken.
- Any consequences which resulted from the breach.
- The corrective action required of the employee.
- The proposed action by the employer failing corrective action.
- A reference to the previous verbal warning and the dates given.

Third Offence – Dismissal notice or demotion with or without a reduction in wages.

- (iii) Where an employee continually fails to meet performance standards, has been offered assistance and training, has been provided with a reasonable opportunity to improve, and the employee has already received two warnings in respect of their performance, the Kids Friendly Care Management Committee may dismiss the employee.
- (iv) Staff may be suspended, on full pay, for a period at the discretion of the Kids Friendly Care Management Committee, pending further investigation if they are accused of:
 - Striking or sexually abusing a child
 - Failing to observe programme rules thereby placing a child at risk of injury or serious danger
- (v) If the complaint of serious misconduct is upheld the staff member will be dismissed by the Kids Friendly Care Management Committee. Following an incident of this nature, the Kids Friendly Care Management Committee

would immediately look at further steps to prevent such a situation arising again.

- (vi) If the complaint is laid by one staff member against another, the complaint must be referred to the Coordinator and the Kids Friendly Care Management Committee for resolution. If there be satisfaction the matter will be referred for mediation through Mediation Services, or the Employment Relations Service.
- (vii) Staff grievances against St Columba's Presbyterian Church Taradale, as the Employer, can also be resolved through Mediation Services or the Employment Relations Service.
- (viii) Behaviour constituting serious misconduct shall include (but not be limited to) the following:
 - Being under the influence of alcohol or drugs during working hours.
 - Theft from the Centre or any persons participating (i.e. staff, children, Committee)
 - Witnessed abuse of any kind (including verbal, physical, sexual, etc)

8. Buildings & Facilities

(A) Building warrant of fitness (WOF)

It is the Coordinator's responsibility to check that the facility has a current building warrant and that it complies with other relevant fire and safety requirements. It is the responsibility of the Board of Managers to maintain the WOF and to ensure that all requirements are met.

(B) Facilities/Cleaning

- (i) The Board of Managers will be notified of any required maintenance work and any identified hazards and repairs will be completed as soon as possible.
- (ii) The Coordinator and staff will devise a plan to ensure the centre is kept tidy and clean at all times. This will include sweeping/vacuuming floors, emptying rubbish, washing kitchen and toilet floors, wiping all kitchen benches/surfaces where food is prepared, and cleaning toilets and hand basins.

(C) Evacuation (see Emergencies)

(D) Phone Access

- (i) A readily accessible on-site phone will be available within the Church at all times. This is essential for use by staff, in case of emergencies and to contact parents, and for parents to contact Kids Friendly Care.
- (ii) When undertaking excursions away from the Church premises a mobile phone will be taken at all times and parents advised of the number. In areas of poor phone coverage plans need to be made in the written risk assessment to ensure quick contact can be made with emergency services.

9. Record Keeping

(A) Confidentiality

- (i) Kids Friendly Care will ensure all information gathered on staff, management, families and children will remain confidential. At all times staff will comply with the requirements of the Privacy Act 1993.
- (ii) All information gathered on staff, management, families, and children will only be used for the purpose it was gathered, will be stored securely away from unauthorised persons and made available to the individuals concerned when requested.
- (iii) All information will be kept confidential to Kids Friendly Care and will not be disclosed without the owner's permission unless required by legislation.
- (iv) All forms, such as enrolment and staff information forms, will state why the information is collected and what will be done with that information.
- (v) All personal information shared in discussions between staff or at meetings is to remain private between those persons.
- (vi) All sensitive and personal conversations including telephone conversations shall be held discretely and in private.

(B) Attendance Sheets

- (i) Attendance records will be kept for every day of Care. These Attendance records will include the name of all children attending, and sign-in and sign-out details. In this way staff will have an accurate record of all children in attendance at any one given time.

(C) Enrolment Forms (see Programme Operations 2 (C))

(D) Medication (see Health & Safety 3 (B))

10. Finance

(A) *Accounting Procedures*

- (i) Fees paid by cash are to be receipted immediately upon payment. This will be done by the Coordinator completing and issuing a receipt from the receipt book.
- (ii) All invoices will be processed on a monthly basis for payment. These invoices will be authorised for payment by the Treasurer and another authorised person.
- (iii) Invoices for parents will be completed weekly by the Coordinator and emailed or available onsite.
- (iv) Petty Cash is available from the Coordinator. Invoices/receipts along with any change must be returned in a timely manner before any further petty cash is available.
- (v) The Treasures and/or the Coordinator will prepare an annual budget for all programmes.
- (vi) Individual Accounts will be prepared for Before School, After School and Holiday Programmes and the Treasurer will prepare a full set of Financial Accounts.
- (vii) Within two months of the end of the financial year the Treasurer will prepare a set of Annual Accounts which will be audited by a chartered accountant/auditor as part of the annual Church audit.

(B) *Employee Wage Payment Procedure*

For the Holiday Programme

- (i) Timesheets will be completed and signed by the Coordinator at the end of each week. The Co-ordinators timesheet will be signed off by the Minister.
- (ii) The Office Administrator will calculate the wages and relevant taxes.
- (iii) Staff members will be paid by direct credit at the forthcoming payroll.

For Before and After School Care

- (i) Timesheets will be completed and signed by the Co-ordinator at the end of each week. The timesheet of the Co-ordinator will be signed-off by the Minister.
- (ii) The Office Administrator will calculate the wages and relevant taxes to be paid accordingly.

(iii) Staff members will be paid by direct credit fortnightly.

11. Camps

No camps will be held.

Policies & Procedures Review Dates

<i>Review Date</i>	<i>Next Review Date</i>
October 2021	October 2022
March 2023	March 2024