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**Brooklyn After School Care and Holiday Programme**

**Policies and Procedures**

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**1 General**

The purpose of these policies and procedures is to:

* provide information about the programme and its operations
* communicate policies and procedures for parents, employees and committee members to ensure the programme can meet its objectives
* set procedures to be followed when expectations are not met

Copies of these policies will be made available to parents/caregivers and staff at all times. These policies will be updated as required to reflect current practice and reviewed bi-annually. It is the responsibility of the Brooklyn Community Association (BCA) Committee to ensure that this is done.

**Programme Objectives and Management**

The programme aims to provide a safe and stimulating environment which caters for children of different ages, genders and cultural backgrounds while attempting to encompass individual needs and interests. The programme will be run in a manner that keeps control of day-to-day finances and shows accountability to the BCA Committee, families who use the programme and the community.

The Brooklyn Afterschool Care and Holiday Programme are not-for-profit services offered to parents of Brooklyn by the BCA. The Association is managed by a volunteer committee who represent various programmes offered by the Association and oversee the management of the Association.

The Childcare Programme Committee is a part of the BCA committee and oversees the operations of the Programme. Supervision of the programme is the responsibility of the Senior Supervisor who reports to a Committee representative. The Childcare Programme Committee must approve all policy, financial reports and budgets, monitor expenditure and set limits on how much spending can be delegated.

The BCA encourages parents to be involved in activities and management and reminds parents that the facilities are a community owned building. We are operated by volunteers and parents who wish to volunteer are welcome. Parents and family are welcome to visit the programme at any time and we appreciate any feedback you have regarding the Programme.

It is the Childcare Programme Committee’s responsibility to:

* ensure clear and accurate financial records are kept, set budgets, arrange for the annual auditing of accounts and ensure the programme is financially sustainable
* according to procedure, pursue and withdraw services to any family according with grossly overdue accounts
* ensure employees are managed according to best practice and/or legislative requirements

The Childcare Programme Committee may delegate certain tasks and responsibilities to the Senior Supervisor or other BCA employees as appropriate, for example, collection of fees and the issuing of receipts.

**2 Operation**

**Programme hours**

The programme will operate from 3:00 to 6:00pm Monday to Friday during school terms. The programme will generally operate between 8.30am and 6:00pm for Holiday Programmes, Monday to Friday during specified weeks of school holidays. The programme does not operate on Public Holidays.

**Fees**

Holiday Programme’s fee structure will be announced prior to commencement of each programme and is to be clearly shown and described on all programme promotional flyers. Holiday Programme fees must be fully paid with enrolment prior to the commencement of the programme and no invoices will be issued.

Afterschool Care Programme invoices will be posted regularly and parents can choose to pay fortnightly, monthly or by the term. Fees are to be paid in advance at any one time.

The Management Committee has a set procedure to follow regarding outstanding or overdue accounts. These procedures include two warning letters, a withdrawal of services letter and then formal collection procedures.

You must have applied for your subsidy and WINZ must send us proof of your application prior to the commencement of any of the BCA’s Childcare Programmes. Without proof, full payment will need to received and in this case a refund will be given as soon as payments have been received from WINZ

**Enrolment Procedures**

All families must complete an enrolment form. It is the parent/guardian’s responsibility to inform the supervisor of any changes to details. We need to collect and update the following information:

* Child’s name, address and home phone number
* Parent/guardian’s names and work phone number
* Two emergency contacts
* Names of adults authorised to pick up child
* Special instructions regarding access
* Health problems, allergies and instructions for any medication
* Any other information necessary to provide proper care
* Parent responsible for payments

**Drop off and pick up**

Parents are expected to sign their children in and out of the Holiday Programme, and out of the After School Care Programme. Parents are expected to contact the senior supervisor before the beginning of the programme if their child will not be attending. During School terms children will be met at the school gate and seen safely across the road, five and six year olds will be collected from the school playground and accompanied to the centre. Parents are expected to inform the senior supervisor if they will be dropping children off late or picking them up early. If the group is not in the centre (for example, outside in the playground) and parents are picking their children up, parents must make sure that the staff know their child has been picked up and they have been signed out.

**Attendance**

The following steps will be taken if a child does not arrive at the programme without prior arrangement or notification:

1. Parents will be telephoned by programme staff
2. If parents are unavailable, emergency contacts will be telephoned
3. If it is After School Care and no contacts are available, the school will be contacted for absence information
4. Local police may be contacted if there is still concern.

Formal attendance checks and head counts will be made regularly and often during the day. If a child is missing, the following procedure will be followed:

1. Staff will conduct a thorough search

2. Parents will be contacted

3. If child is not found, the police will be contacted.

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

1. Two staff members will remain with the child
2. Parents and emergency contacts will be contacted
3. If there has been no contact with the parents within one hour of the programme closing, the child will be taken to the nearest police station. A note will be left at the centre indicating where the child has been taken. The BCA president and Committee Member will also be informed
4. Parents may be charged a late pick‑up fee of $10 per 15 minutes
5. Parents must inform staff in writing prior to the child being picked up if a person who is not listed on the child's enrolment form will be collecting the child.

Staff will not release a child to any person who is not identified on the enrolment form without written permission. If an unauthorised person comes to collect the child, parents will be contacted for authorisation. Written permission, or a phone call to the senior supervisor must be given for children to leave the programme unaccompanied. If done by phone it must be followed up in writing.

**Children with special needs**

Children with special needs will not be excluded from the programme and efforts will be made to ensure they are able to be included. However the Senior Supervisor must be confident that the child’s requirements can be catered for without negatively affecting the other children and also can ensure that the child will benefit from being at the programme.

Full information about the child’s requirements including medication, diet and supervision, must be obtained from the parents in writing and be included with the child’s enrolment form. It is the senior supervisor’s responsibility to ensure that all staff and volunteers are fully aware of the child’s requirements and that they feel confident to provide the necessary care.

If the child will require further special aids, for example modified facilities, extra staff or staff training, the senior supervisor will consult with the Management Committee who will make the final decision. Each case will be considered individually and every effort to include the child within the limits of the resources of the programme will be made.

# Phones

There are three phones available at the premises, with one phone line dedicated to after school care and holiday programme use. At least one phone will be made accessible at all times. A member of the staff carries a cell phone on all outings and walkie-talkies are also available to be used on outings and at the centre if appropriate.

**Policy on Pets**

Only caged animals will be kept at the centre and these must be kept clean and disease free at all times. Keeping animals at the centre will not be allowed to compromise children’s health, for example, children with allergies. Dogs will not be permitted at the programme.

If animals are encountered at the programme or on an excursion, they will be contained and responded to in a manner that is appropriate and ensures the safety of the children

**Confidentiality**

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

* No information is shared except with the owner's permission or as required by legislation, for example, Health and Safety Act. All files holding information will be duly secured and kept from the access of unauthorised persons.
* All personal information shared in discussion 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.

**2 Programme Content**

*The service will provide a safe, varied and stimulating programme that meets the developmental, emotional, intellectual and physical needs of the children.*

The programme will be reviewed at the end of each Term by the staff and the senior supervisor. Any suggested major alterations to the programme will be taken to the Management Committee who will have the final say. Wherever possible the requests of parents will be incorporated into the programme planning design.

The following activities will be available on a daily basis:

* a planned arts and crafts project
* child‑directed use of arts and crafts material
* an organised sport or active group game
* an organised group quiet game or activity
* free use of games and equipment
* free outdoor play.

Children will be advised of the daily activities in the morning for Holiday Programmes and at afternoon tea for After School Care. Children will be encouraged to participate in planned activities but may choose not to, as long as they are not bored or disruptive. Whenever possible alternative activities will be provided.

Equipment will be well maintained and will be age appropriate.

**Food**

Children will be provided with afternoon tea. Parents are expected to provide morning tea and lunch for their children during Holiday Programmes. Parents are expected to brief staff fully on any food allergies or nutritional requirements that their children have.

Both children and staff are required to wash hands after toileting and before food preparation.

Afternoon tea will follow nutritional guidelines. For example: cut-up fruit, crackers, popcorn, sandwiches etc. Occasionally the children may be treated with biscuits and snack-food.

**Excursions**

Children will not be allowed to participate on an excursion unless parents/caregivers have signed a permission slip. Parents will be notified in advance of all activities planned away from the centre and a planned schedule will be pasted at the centre.

Parents will be informed of the mode of transportation. Parents will be informed before their children are transported in private vehicles. Vehicles used to transport children must comply with all mandatory legal requirements. All drivers must hold a current, clean driver’s licence and must agree to drive safely and maturely.

Children will be put into groups with one adult whose primary responsibility will be the safety of that group. Where there is access to water children will be supervised at all times by an adult who is trained in water safety and resuscitation. Instructors with recognised qualifications and/or recognised agencies will be used to instruct all outdoor pursuits Walks to nearby parks and playground do not require a reduced staff/child ratio but all other excursion safety procedures still apply.

A written risk analysis will be made of all excursions and the appropriate forms completed. This will include emergency procedures and staff responsibilities during emergencies. A contingency plan will be prepared beforehand for all excursions in case of bad weather.

The Committee Member will be informed of all outings and the staff will carry a cell phone for emergencies. When on an excursion a list of all the children participating will be left at the centre along with a note describing the group’s whereabouts and expected time of return.

The children will be organised in a “buddy system” when on walks and will walk double file 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.

**3 Health and Safety**

*The programme 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 foremost. All relevant legislation will be adhered to.*

**Programme supervision**

The staff/child ratio will be as follows:

* a minimum of two staff with children at any time
* at the centre 1:10
* on excursions 1:8
* excursions near water 1:6
* Or as directed by OSCAR

The senior supervisor is responsible for ensuring that staff rosters and that all children are supervised according to the above ratios at all times.

Children will be informed of the boundaries they are expected to stay within at all times and must inform an adult when they are going to leave the area (to go to the toilet, etc). The boundaries for playing outside must be clearly defined to children by staff. Children must be within sight and sound of a staff member and able to hear a whistle at all times. Children may not play in the car park and must stay within the defined boundaries at all times.

**Accidents/emergency procedures**

A first aid kit will be kept at the centre and taken on excursions along with emergency contact numbers. The first aid kit will be stored out of reach of the children. It is responsibility of the senior supervisor to ensure that it is maintained and well stocked. At all times at least one staff member who holds a current first aid certificate must be on site.

If a child becomes unwell while at the programme the parent will be notified immediately and appropriate action agreed between parents and staff. A sofa and blankets are available for the use of sick children.

In the event of any accident to either children or staff, the following procedure will be followed:

1. Staff will immediately inform the senior supervisor.
2. Appropriate first aid will be administered.
3. If a child needs medical attention, parents will be contacted to ascertain if they would prefer to take the child themselves or prefer staff to take the child to a medical facility of their choice. If the parents or alternative contacts are unavailable, the child will be taken to the nearest available medical facility.
4. 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

Any incidents will be recorded by staff in an incident book located in the first aid cupboard and parents notified at pick up time.

All accidents to staff or children will be recorded on an accident form which will be given to the parent/caregiver to sign at pick up time. A copy of the signed form will be sent home with the child and a copy will be kept on file at the centre. All accidents will be investigated as recommended in the *Approach to Accident Investigation* brochure. Any accident involving serious harm will be reported to OSH as soon as possible after its occurrence and the prescribed accident form submitted to OSH within seven days.

If a child is emotionally traumatised the following procedure will be followed:

1. Staff will calm the child.

2. Parents will be contacted.

3. The Child Adolescent & Families Mental Health Service will be contacted if required.

For trauma of staff, the senior supervisor will ensure that professional supervision is made available.

**Behaviour Management**

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

When a child misbehaves or ignores programme rules staff will:

1. Remind the child in an assertive but not aggressive manner what is expected and the consequences of disobeying.
2. If the behaviour continues the child will be reminded again and warned of the consequences that will result.
3. If the child continues to misbehave after two warnings the consequences will be enforced.

Consequences must be appropriate and may include:

* Being removed from the activity and put in to time-out, i.e. the child will be made to sit away from the group in a clearly visible spot for a period determined by the supervisor (usually about five minutes). Before the child returns to the group the staff member will review with them what is acceptable and expected behaviour.
* Having physical play boundaries reduced (i.e., when a child continually leaves the defined boundaries).
* Not being allowed to play with a certain piece of equipment (for example, when a child continually misuses a piece of equipment).
* If a child continually misbehaves, parents will be notified when they pick up the child and will be asked to support the staff in their attempts to encourage the child to behave. If disruptive behaviour continues, parents will be asked to meet with the senior supervisor and staff to plan a course of action.
* If a child continually behaves in a manner that endangers them or other children, despite the above measures, parents will be notified by the senior supervisor and/or a senior member of the Management Committee and asked to remove their child if no solution can be found.

At no time will punitive discipline be used. This includes punishing children by physically hitting, withholding food and drink, abusive, demeaning or condescending comments. Children will only be physically restrained if their immediate safety is at risk and verbal commands have failed.

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

**Prevention and suspicion of child abuse**

If parents have any concerns about the treatment of a child by any of our staff or the public they are encouraged to make these known either to the senior supervisor or a member of the Management Committee. Staff will report immediately to the senior supervisor or Management Committee of and concerns about child abuse within or outside of the programme. We will ensure that an incident form is completed and that the matter is fully investigated and acted on as necessary. We will use an advisor and mediator from outside the organization if independent investigation or arbitration is indicated. Staff training time will be used for recognition of suspected abuse and appropriate responses.

**Hazards and risk management**

The safety of children and adults at the programme will be ensured by:

* identifying and recording all potential health and safety hazards on site and any other venues used
* assessing the risk to staff and programme participants of all identified hazards
* putting controls in place to remove or minimise the risks, for example, providing safety equipment
* using healthy and safe work practices, together with staff training
* regular inspections by staff to check that hazards have not changed
* compliance with all relevant codes of practice and regulations
* having a sun‑safe policy in place, which must be followed by children and staff.
* Children must wear hats outside, or stay indoors during the hottest part of the day.
* Parents are encouraged to apply sunscreen before attending, but sunscreen will be made available.

It is the responsibility of the senior supervisor to ensure all procedures are known and up to date to ensure the safety of staff and children at all times.

All employees will be involved in hazard identification, and information on identified hazards will be made available to all staff. Health and safety information will be discussed at staff meetings where staff are informed of all health and safety policies and regulations.

**Emergency and disaster procedures**

Both fire and earthquake drills will be carried out once a term for the After School Care Programme and once a fortnight during every School Holiday programme period. The senior supervisor will keep the fire department notified of programme hours and numbers of children. The senior supervisor and staff in conjunction with the management committee will develop a plan of action for emergencies involving either fire or earthquake which is clearly displayed in every room and which includes:

* how to recognise the nature of the emergency
* how and where children will collect outside
* ensuring everyone is accounted for
* how to recognise the emergency is over.

A record will be kept of every emergency drill carried out along with the names of staff and volunteers who were involved. All staff will be trained in emergency procedures. The fire service will be notified of fire drills at least 7 days before the drill occurs.

**Buildings and facilities**

The centre consists of 3 indoor areas catering for both quiet and lively activities and a Wellington City Council equipped children’s outdoor play area.

It is the responsibility of the Management Committee to check that the programme facilities have a current Building Warrant and that it complies with all relevant fire and safety requirements. The senior supervisor will liaise with the Management Committee in the event of any problems with the facilities. Final responsibility for the building and its facilities lies with the Management Committee.

The kitchen area is out of bounds for the children at all times.

The senior supervisor and staff will devise a cleaning plan to ensure that all parts of the centre are kept clean and free of rubbish. This plan is to include:

Daily:

* Sweeping/vacuuming all floors
* Washing kitchen and toilet floors if necessary
* Wiping all kitchen benches/ surfaces where food is prepared
* Cleaning hand basins ‑ putting all kitchen cloths and tea towels in the appropriate place for washing
* Leaving toilets flushed
* Empty food scraps into outside bins.

Weekly:

* Cleaning fridge and any areas where food is stored
* Dusting
* Sorting and checking art areas, toys, equipment, etc.
* Emptying rubbish

Each term:

* Washing paint work
* Laundering floor cushions and dress ups.

At the beginning of each term a health and safety check of the facilities will be made and any ongoing risks will be identified in writing and dealt with. Daily checks of the facilities will also be made and if deemed unsafe will be remedied in the most suitable way.

**Toileting**

Staff will only allow children to go to the toilet in pairs. If using public toilets, an adult will stand outside. Children must inform a staff member when they are using the toilet facilities and a staff member will accompany them to the bathroom area and wait outside till they have finished so as to ensure their safety. A staff member will accompany any child using the toilet facilities to ensure their safety.

**Smoke Free Policy**

The smoking policy of the Brooklyn Community Association and its facilities applies to all groups using the Centre*.* The BCA has a smoke free policy for the centre. Staff are not permitted to smoke in front of the children at any time. Any complaints of breaches are to be directed to the Senior Supervisor the BCA Coordinator.

**4 Complaints**

Parents will be informed on enrolment that there is a complaints procedure and the procedure will be clearly displayed on notice board in Lounge area of the Centre. In general, if any parents have complaints about the programme or staff members, they should:

1. Approach the senior supervisor who will attempt to rectify the situation. (The President may be approached initially if preferred.)

2. If the parent is still unhappy they should then contact the BCA Co-ordinator at the BCA office between 9.30am and 12.30 pm weekdays and the concerns will be communicated to the Management Committee

3. Further complaints must be made in writing and must contain details of the grievance and desired outcomes. The management committee will respond in writing to the complaint within 14 days. If necessary the Management Committee will arrange a mutually agreed time to discuss the complaint in person with all concerned parties. Where possible, a mutually agreeable outcome will be sought. The senior supervisor will keep the Management Committee informed of any verbal complaints received.

Senior Supervisorr\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Management Committee \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Last updated 13 October 2011