



Brooklyn Before & After School Care and Holiday Programme Policies and Procedures

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This document may be reviewed at any time. The latest version can be found on the Brooklyn Community Centre web site : <https://brooklyncommunitycentre.org.nz>

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 Brooklyn Before & After School Care and Holiday Programmes are not-for-profit primary school aged childcare services offered to parents/guardians of Brooklyn by the BCA. The Association is governed by a voluntary committee with Childcare Programmes run from a community owned building. Operational management is provided by paid staff of the Association.

The BCA committee has final oversight of the operations of the Childcare Programmes. Supervision and management of the programmes is the responsibility of the Childcare Manager who reports to the BCA Manager. The BCA 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/caregivers to be involved in activities and management of the Childcare Programmes. Parents, family, and whanau are welcome to visit the programme at any time and we appreciate any feedback regarding the Programme.

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.

It is the BCA Committee's responsibility to:

- ensure staff keep clear and accurate financial records, 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

2 Operation

Programme hours

The programmes will operate from 7.30am to 8.30am and 3pm to 6pm Monday to Friday during school terms. Holiday programme will generally operate between 8.30am and 6pm Monday to Friday during specified weeks of school holidays. The programmes do not operate on Public Holidays.

Fees

Holiday Programme fee structures will be announced prior to commencement of each programme and clearly depicted on all programme promotional flyers. Holiday Programme fees must be fully paid with enrolment prior to the commencement of the programme.

After School Care and Before School Care Programme invoices will be emailed at the beginning of each school term or as enrolments are received. Payments can be made in advance fortnightly, monthly or by the term. Casual enrolments are payable at time of booking. Monthly statements of client accounts will be emailed at the beginning of each month.

Management 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. It is the responsibility of the person signing the enrolment form to ensure prompt payment is made.

WINZ subsidies must be applied for prior to the commencement of any of the BCA's Childcare Programmes with proof submitted to the Childcare Manager. Full payment will be required until proof is provided. Any payments received from the client that are later made by WINZ will be reimbursed to the client.

Enrolment Procedures

All families must complete an enrolment form. It is the parent/guardian's responsibility to inform the Childcare Manager of any changes to details. The following information is a requirement to enrolment:

- Child's name, address and home phone number
- Parent/guardian's name(s), work & mobile phone number(s) and email addresses
- Two emergency contacts
- Names of adults authorised to pick up child
- Names of any persons not 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

Drop off and pick up

Children must be signed in and out of the Holiday Programme, into the Before School Care Programme, and out of the After School Care Programme. Parents/caregivers are expected to contact the Childcare Manager prior to 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 classrooms and accompanied to the centre. Parents/caregivers are required to inform the Childcare Manager if dropping children off late or picking them up early. Parents/caregivers must ensure 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/guardians 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/guardians and emergency contacts will be contacted
3. If there has been no contact with the parents/guardians within one hour of the programme closing, the child will be taken to the nearest police station. A note will be left at the community centre indicating where the child has been taken. The BCA president and Committee Member for Childcare will also be informed
4. Parents/guardians may be charged a late pick-up fee of \$10 per 15 minutes after pick up time.
5. Parents/guardians must inform staff in writing prior to their child(ren) 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 Childcare Manager 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 are welcome to the programme. However, the Childcare Manager must be confident that the child's requirements can be catered for.

Full information about the child's requirements including medication, diet, and supervision must be obtained from the parents/guardians in writing and be included with the child's enrolment form. It is the Childcare Manager's responsibility to ensure that all staff 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 Childcare Manager will consult with the BCA Manager and BCA Committee. The BCA Committee 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 Childcare use. At least one phone will be made accessible at all times. A member of the staff will carry a cell phone on all outings.

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 and safety. Dogs will not be permitted at the programme.

Animals encountered at the programme or on an excursion 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 2020.

- Information will not be shared except with the owner's prior permission or as required by legislation. 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 will remain between those persons.
- All sensitive and personal conversations including telephone conversations shall be held discreetly and in private.

3 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 school term by staff and the Childcare Manager. Any suggested major alterations to the programme will be taken to the BCA Manager and BCA Committee. The BCA Committee 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. 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/caregivers are required to provide morning tea and lunch for their children during Holiday Programmes. Parents/caregivers are required 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, before food preparation, and prior to eating.

Afternoon tea will follow nutritional guidelines.

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.

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.

4 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. 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 Childcare Manager is responsible for staff rosters and ensuring 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.

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.
- Ensuring children wear sunhats outside, or stay indoors during the hottest part of the day.
- Parents/caregivers are encouraged to apply sunscreen before attending, but sunscreen will be made available.

It is the responsibility of the Childcare Manager to ensure all procedures are known and are 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.

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 the responsibility of the Childcare Manager to ensure that it is maintained and well stocked. At all times at least one staff member who holds a current first aid certificate will be on site.

If a child becomes unwell while at the programme the parent/guardian will be notified immediately and appropriate action agreed between parent/guardian 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 Childcare Manager.
2. Appropriate first aid will be administered.
3. If a child requires medical attention, parents/guardians will be contacted to advise on how they wish the child to be transported i.e. by BCA staff or by parent/guardian, and to which medical facility. If the parents/guardians or alternative contacts are unavailable, the child will be taken to the nearest available medical facility.
4. If serious injury occurs, parents/guardians 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 with parent/caregiver 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 Worksafe New Zealand (Hahi Haumarua Aotearoa) as soon as possible after its occurrence and the prescribed accident form submitted to Worksafe New Zealand (Hahi Haumarua Aotearoa) within seven days.

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

1. Staff will calm the child.
2. Parents/guardians will be contacted.
3. The Child Adolescent & Families Mental Health Service will be contacted if required.

For trauma of staff, the Childcare Manager 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 non-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 into 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 Childcare Supervisor 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/guardians 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/guardians will be asked to meet with the Childcare Manager and staff to plan a course of action.

- If a child continually behaves in a manner that endangers themselves or other children, despite the above measures, parents/guardians will be notified by the Childcare Manager 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.,

Prevention and suspicion of child abuse

If parents/guardians have any concerns about the treatment of a child by any staff or the public, they are encouraged to make these known either to the Childcare Manager, BCA Manager or a member of the Governance Committee. Staff will report immediately to the Childcare Manager or BCA Manager of any concerns regarding child abuse within or outside of the programme. An incident form will be completed with the matter fully investigated and acted on as necessary. An advisor and mediator from outside the organization will be engaged if independent investigation or arbitration is indicated. Staff training time will be used for recognition of suspected abuse and appropriate responses.

Emergency and disaster procedures

Fire and earthquake drills will be carried out once a term for the Before and After School Care Programmes and once a fortnight during every School Holiday programme period. The Childcare Manager will keep the fire department notified of programme hours and numbers of children. The Childcare Manager and staff in conjunction with the BCA Manager and BCA Governance 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 congregate 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 seven days before the drill occurs.

Buildings and facilities

The centre consists of three 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 BCA Governance Committee to check that the programme facilities have a current Building Warrant and that it complies with all relevant fire and safety requirements. The Childcare Manager will liaise with the BCA Manager in the event of any problems with the facilities. Final responsibility for the building and its facilities lies with the BCA Governance Committee.

The kitchen area is out of bounds for the children at all times unless under adult supervision.

The Childcare Manager 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

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

If using public toilets, 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 Childcare Manager or BCA Manager.

5 Complaints

Parents/guardians will be informed upon enrolment of the complaints procedure. The procedure will be clearly displayed in the Lounge area of the Centre.

6 Service review and improvement

Feedback on services will be welcomed at all times and documented and shared with the Governance Committee as part of regular reporting.

An annual survey of users will be conducted to seek feedback on services and to identify opportunities for improvement. Specific feedback may be sought on new initiatives or changes to service as required.