

Tainui Full Primary School





POLICIES & PROCEDURES MANUAL

- 1 -

TABLE OF CONTENTS PAGE

Programme Philosophy

Programme Environment

- Environment
- Programme Content
- Food
- Space

Programme Operations

- Programme Hours
- Enrolment
- Confidentiality
- Fees
- Drop Off and Pick Up
- Complaints
- Children with Special Needs

Health and Safety

- Safety Checks
- Accidents and Incidents
- First Aid Kits
- Toilet Facilities
- Cleaning

Health and Well-being

- General
- Food Handling and Hygiene
- Unwell Children
- Medicines

Child Protection

- Policy
- Training
- Child Abuse
- Peer Abuse

Supervision

- Supervision Guidelines

Emergency

- Exit and Evacuation
- Sign in/Sign Out



- Missing Children

Staff Management

- Police Vetting
- Employment Agreements
- Job Descriptions
- Code of Conduct
- Staff Training
- Performance Management
- Grievance and Complaints

Behaviour Management

- Guidelines, Rules and Boundaries
- Consequences

NB: In addition to this document we have included our Health and Safety Document which covers the above in more detail.



PROGRAMME PHILOSOPHY

Tainui Full Primary After School Care (TFPASC) provides safe, organised, fun and above all a quality programme, which caters for the children's different ages, sex and cultural backgrounds while attempting to encompass individual needs and interests.

The safety and well being of the children is the paramount consideration for the duration of the programme.

Staff are carefully selected to meet the high standards of programme delivery set by the After School Care Supervisor. Staff are encouraged to take ownership of part of the programme and any ideas and participation in planning is encouraged.

All staff are pivotal in the planning process.

The policies will be reviewed annually. Management take full responsibility to ensure this is completed.

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



PROGRAMME ENVIRONMENT

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

Environment

LASC provides an environment where the well being of children attending is paramount. It is a safe, positive and child focussed environment, ensuring that all children and their families feel welcome, included and valued as individuals.

Programme Content

Programme content will be decided before the delivery of the ASC programme and will be based on past experience and feedback from parents and children by way of a survey.

The programme will cover a wide range of activities that meets children's needs in the areas of:

- Planned art and craft activities
- Time on playground structures (weather permitting)
- Child directed use of art and craft materials
- Organised sport or active group game
- Organised group quiet game or activity
- Free use of games and equipment
- Free outdoor play time
- Homework time



Programme Content (cont'd)

Each day's activities and programme plans will be displayed at the venue. Children will be encouraged to participate in planned activities but may choose not to, providing they are not disrupting the programme. Whenever possible, alternative activities will be provided.

All equipment will be well maintained and will be age appropriate.

The suitability and effectiveness of planned activities will be measured by way of a survey, to be carried out at the end of each term.

The survey will be given to all parents who have children in the TFPASC programme.

Food

Children booked into the TFPASC part of the day will be provided with a simple afternoon tea. This will follow nutritional guidelines, for example cut up fruit, crackers, popcorn, sandwiches etc. Occasionally the children may be treated with biscuits and snack food.

Parents are expected to brief staff fully regarding any food allergies or nutritional requirements that their children have.

Space

Adequate space will be provided that allows all children to engage in activities that are noisy and messy as well as space for calm and quiet activities.

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

Regular hazard identification checks will be carried out to ensure that all areas continue to be safe.

A quiet area, suitable for free time, will be available if a child wishes to remove themselves from the programme. This area will be suitably supervised if required.



PROGRAMME OPERATION POLICY

TFPASC will provide fun, safe, organised and above all quality ASC for children that meets the needs of the community and the individuals who attend the programme.

Programme Hours

The programme will operate from 3.00pm to 5.30pm Monday to Friday

Enrolment

All families must complete an enrolment form for each child attending the Programme regularly. Each form must be signed by a parent or guardian before they can participate in the programme.

The enrolment form must include:

- Child's name, address and home phone number
- Parent's name/s, address and all daytime phone numbers
- Names and contact details of two emergency contacts
- Names of adults authorised to collect child
- Any health or medical conditions, what treatment is required, and whether the child is 'self medicating'
- Access or custody instructions
- Other information necessary to provide proper care
- Days on which child will be attending

Any changes to the above details must be notified as soon as possible to the programme co-ordinator, as outlined in the enrolment form to ensure safety of all 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.

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

Fees

\$4.50 an hour for children (to be charged by the ½ hours)

\$10.00 per quarter hour per child after 5:30pm – At the discretion of the TFPASC Supervisor.

If the child is not collected and there has been no communication by 6pm, the child will be taken to the Police Station.



Pick Up

Parents are expected to sign their child out of the programme.

Parents are expected to contact the school before the beginning of the programme if their child will not be attending or if they are being collected by someone other than those named on the enrolment form as being authorised to collect.

The following steps will be taken if a child is not present at the afternoon roll call and still does not arrive at the programme. This will happen immediately after roll call has been completed and must be completed by 3:30pm

- Appropriate teacher or a member of the senior leadership will be informed just in case they know why the child/ren has not arrived
- Parents will be telephoned
- If parents are unavailable, emergency contacts will be telephoned
- If, after a reasonable time to allow for unforeseen circumstances by the parents, these contacts are unavailable, local police will be contacted by the TFPASC Supervisor

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

- Two staff members will stay with the child at all times and exercise duty of care, and continue this obligation until the parent/caregiver collects the child.
- Parents and emergency contacts will be contacted
- 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 by the Supervisor. A note will be left at the centre indicating where the child has been taken.

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

No child/ren will leave the programme unaccompanied, unless a permission form has been received and signed by the parent or guardian.

All staff will undertake to ensure that every child is signed out by their parent/caregiver before leaving the programme.



Complaints

TFPASC has a complaints procedure. Parents will be informed of this through the enrolment pack and it will be available at all times in the Policy and Procedure Manual.

In general, if any parents have complaints about the programme or staff members, they should:

- Approach the programme supervisor who will attempt to rectify the situation
- If the parent is still unhappy they should then contact the Staff member in charge of TFPASC programme
- If the parent is still unhappy they should contact the Principal
- Further complaints must be made in writing to Leamington School Board of Trustees complaint

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



Children with Special Needs

TFPASC is an inclusive programme. No child will be excluded from the programme, provided the child's needs' can be catered for without negatively affecting the experience or safety of the other children and staff. TFPASC will also 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 and included with the child's enrolment form. It is the programme Supervisor's responsibility to ensure that all staff and volunteers are fully aware of the child's requirements and that they feel confident to provide the necessary care.

All children's needs' will be assessed in a non-discriminatory way by the Teacher in charge/Principal. If any concerns are identified regarding individual needs, a meeting with parents will be arranged by the Teacher in Charge/Principal and any appropriate support measures will be put into place.

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



POLICIES & PROCEDURES MANUAL

- 12 -

HEALTH AND SAFETY POLICY

Safety Checks

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

Any hazards which may cause injury or harm will be identified, including the venue, equipment and regular activities. These will be evaluated to assess their significance and will be managed by minimising, isolating, or eliminating.



Accidents and Incidents

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

- Appropriate first aid will be administered
- Staff will immediately inform the supervisor
- If a child needs medical attention, parents will be contacted to ascertain if they want to take the child themselves or would prefer staff to take them to the medical centre of their choice. If parents or alternative contacts are unavailable the child will be taken to the nearest available medical facility.
- If serious injury occurs, parents will be notified and an ambulance called. If it is not possible to call an ambulance and the need is urgent, then children may be transported in a private vehicle.
- If the situation is urgent, the supervisor will take necessary actions and inform parents.
- All accidents and incidents will be recorded using Accident/Incident Forms.
- Minor injuries will be recorded by staff and parents notified when they pick up their child/ren
- 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.
- Be aware that 2 staff members need to remain at the TFPASC at all times.

First Aid Kits

A first aid kit will be kept at the school hall. Kits are checked and updated when required.



Toilet Facilities

Children will use the junior school toilets.

Cleaning

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

Daily

- Wiping kitchen benches and surfaces where food is prepared
- At the end of the day make sure toilets are tidy and flushed.

Smoke – Free

LASC is smoke free. Staff may not smoke while on duty or on site. Staff may not smoke in sight of children.



HEALTH AND WELLBEING

In order to have a fun and stimulating programme, it is important to safeguard the health and wellbeing of children, staff and others in the programme.

All staff of TFPASC will respond appropriately when illness or medical issues arise at the programme.

General

- Children who are unwell may not attend the programme
- Staff must be fit for work
- Information about children's medical conditions/allergies is collected on enrolment and all staff are made aware of these
- TFPASC has made available details of the nearest medical emergency centre and its location, hours and contact details are easily accessible for staff.
- Healthy eating choices are promoted at the programme through the food that is served and any necessary information about food choices is handed to parents about snacks and lunches.

Food handling and hygiene

- Staff and children will wash hands before any food handling.
- Children will be reminded of hand-washing after using the toilets, before eating etc Staff will be encouraged to follow basic food safety practices in regards to handling and storage.



- ***Un-well Children***

If a child becomes ill during their time at TFPASC they will be made comfortable in the quiet time area. Parents will be notified and expected to collect the child as soon as possible.

If staff are concerned about the health of a child and feel the matter is urgent they will first ring the parent, then if the parent cannot be contacted they will ring the emergency contacts. If necessary an ambulance will be called with any costs incurred being the responsibility of the parent.

Medicines

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

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

All medical records kept by the programme are strictly confidential.

All medicines must be clearly labelled, showing the child's name, and dosage.

Staff will only administer medicines in accordance with the written dosage.



CHILD PROTECTION POLICY

Maintaining the well-being and safety of children and young people is a paramount goal of TFPASC. This includes the prevention of child abuse.

Definition of Child Abuse

"Any act by which an individual, institution or society as a whole that interferes with the well-being of a child or young person and deprives that child or young person of his or her rights".

There are five types of child abuse:

Sexual abuse occurs when someone uses his or her power over the child, or takes advantage of the child's trust and respect, to involve the child in sexual activity.

Physical abuse is non-accidental injury by somebody and also includes abusive administration of drugs or alcohol to a child.

Emotional abuse is when a child's self-esteem is attacked by somebody to coerce the child into doing what the abuser wants them to do.

Neglect is a denial of the basic needs/ rights of nurturing, food and shelter, so that the child fails to thrive. It must be seen as a form of child abuse.

Family violence may be witnessed or experienced by children and involve physical, sexual and emotional abuse.



Supervision Guidelines

- To minimise the risk of actual or alleged abuse in the programme these guidelines are in place.
- All staff should examine the opportunities or possible situations there are for staff to be alone with children. This should be avoided wherever possible. If you are alone use extremely careful judgment.
- Wherever possible an open door policy for all spaces should be used (i.e. not possible for toilets).
- Staff should be aware of where all children are at all times and check to ensure what they are doing is appropriate.
- Be aware of situations where children are out of sight together (behind the hall etc.) and supervise accordingly.
- Visitors to the centre should be monitored at all times by programme staff.
- All volunteers and outside instructors should be monitored by the paid programme staff.
- Unless requested by children or parents there is no need to assist school aged children with toileting. If the situation arises, ensure that other staff know you are toileting a child/young person, and that parents are informed.
- Where a child or young person requires assistance, e.g. intellectually or physically disabled, if possible involve the parents/caregivers and outside agencies (such as Group Special Education, Ministry of Education) to assist. If this assistance is not available, ensure that the staff members are aware of the appropriate procedures when giving assistance.
- Staff should avoid transporting a child or young person on their own at all times, unless an emergency requires it.
- Except in an emergency, children and young people are not to be taken from the programme without written parental consent.
- TFPASC will operate to strict supervision guidelines ensuring the safety and well being of children at all times.
- There will be a minimum of two staff involved in the supervision of children attending the programme.
- Children will be supervised by a minimum of two staff and will be within sight and sound of a staff member at all times.
- At least one person, commonly the TFPASC Supervisor, will be on site at all times. This person is responsible for the overall supervision of staff and children.
- To ensure that all children are within sight and sound of staff member at all times, boundaries will be set at the beginning of the programme. Staff supervising specific areas will be aware of where children are at all times.
- Children will be allowed in specific areas at the discretion of the staff. If safety factors prevent staff from adequately supervising a particular area, this area will be off limits until it can meet supervision requirements.
- All staff will be active in their supervision.
- They will interact and encourage children, and ensure all children can be seen at all times.
- The boundaries of specific areas will be explained to children before the activity begins.
- Staff will be rostered according to the numbers enrolled and the days planned activity.
- If a staff member is required to leave their assigned area, they must ensure another staff member has taken their place, and they have informed the TFPASC Supervisor.
- No staff member, at any time, is permitted to be alone with an individual child.
- All staff will assist, to ensure that attendance records are completed by parents/caregivers at the beginning and the end of each day.



EMERGENCY PROCEDURES POLICY

Exit and Evacuation

- All emergency exits should be clearly displayed and regularly checked to be in working order and free of obstructions. These will be checked by the LASC Supervisor at the beginning of the programme.
- Evacuation procedures should be displayed, clearly indicating where people can assemble safely outside the building.

Sign Out Sheets

All parents/guardians must sign their child/ren out each day on the Sign In/Out sheets provided. All staff, particularly those on duty, are responsible for ensuring all parents adhere to this.

During an emergency evacuation, the Supervisor, or another staff member if the Supervisor is unavailable, will take the sign in/out sheet and complete a full roll call at the evacuation point.

Missing Children

Formal attendance checks will be made regularly and often during the day.

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

- Staff will conduct a thorough search
- The programme management will be informed as soon as possible
- Parents will be contacted
- If necessary the police will be contacted



STAFF AND MANAGEMENT POLICY

Police Vetting

All staff, 17 years and older, including volunteers, must sign a Consent of Disclosure of Information which will be forwarded to the Police Licensing and Vetting Service Centre, Wellington.

Offers of employment cannot be finalised until police vetting confirms a candidates' suitability.

Police vetting will be updated every two years.

Employment Agreements

A written employment contract, clearly setting out wages and conditions of work, must be signed by both parties.

Job Descriptions

Staff will be provided with a full job description that states responsibilities, skills, and standards required.



Code of Conduct

TFPASC aims to create an environment for children which is stimulating, fun, caring and safe. In order to achieve this, staff should be aware of these professional guidelines.

Treat all children with dignity and respect

this means:

- you recognise that all children have the right to feel safe and to be safe
- you will not physically punish children or in any way intentionally harm children either physically or emotionally e.g. by ridiculing, threatening, or abusive behaviour
- you provide physical comfort or reassurance for children through touching or cuddling but do not force on children any unwanted affection or touching
- you do not seek physical contact from children in order to meet your needs
- you take care to ensure any activity suits the age and ability of the children participating
- you can encourage and assist children but do not force children into any activity
- you communicate programme rules and boundaries clearly and are fair and consistent with children who misbehave

Always be aware of safety

this means:

- when supervising children, you give this task your complete attention
- if a situation is unsafe you act immediately and/or get help
- if you see any possibility that an activity could cause an accident or injury you must stop the activity immediately
- you talk with the TFPASC Supervisor about incidents where safety was a concern



Act professionally

this means:

- you read and make sure you understand your job description
- you remember that you are a role model for children's behaviour
- you are punctual and ready for work at the required time
- you are dressed appropriately and are "fit for work"
- you do not smoke at the programme
- you do not discuss adult topics around children
- you do not allow yourself or other staff / visitors to be alone with a child
- you are friendly and courteous to parents
- you respect the confidentiality of any discussions with parents about children's behaviour, check with the TFPASC Supervisor – they should be present when the issues are more serious
- any observations/ concerns regarding child abuse must be conveyed to the TFPASC Supervisor and they will pass on to the Teacher in Charge/Principal.
- complaints about the programme must be referred to the TFPASC Supervisor.
- if you have any concern or grievance you may also discuss this with the Programme Supervisor or Teacher in Charge/Principal.
- There is policy for behaviour management, child protection, health and safety. If you have questions or concerns about any situation then talk to another staff member and refer to these other policies. You are expected to follow these policies and procedures at all times.

Work as a team

this means:

- Staff help each other to do their job whenever possible
- You ask for help and advice whenever it is needed. For instance, when there is a task that's not understood or situation where you don't know what to do
- when anyone asks, they get help as soon as possible and are not criticised for seeking help



Staff Training

All staff, prior to commencing work with TFPASC, will have experience and/or training in school-age childcare and /or recreation.

Staff training needs will be reviewed as required and opportunities for further training will be provided as needed.

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

All staff training, when undertaken, will be documented.

Performance Management

All staff will be included in a performance management system to ensure staff maintains a high level of professionalism and to maintain the integrity of the programme.

A performance appraisal for each staff member will be carried out at least twice a year.

These will be conducted by the Teacher in Charge and will be fully documented. The Teacher in Charge and TFPASC Supervisor will follow up any issues identified.



Grievances and Complaints

NB: This is outlined in detail in the Health and Safety Documentation.



BEHAVIOUR MANAGEMENT POLICY

In order to provide a safe and enjoyable environment for children, staff will use a clear and consistent approach to guide children's behaviour.

Children have the right to be safe and feel safe, to receive care, attention, and support from TFPASC staff and to be treated fairly, with dignity and respect.

Children will be encouraged to take responsibility for their behaviour through offering choices and the use of consequences, including, if necessary, the involvement of parents.

The guidelines outline a range of behaviour guidance steps and staff will use the least intrusive approach possible in any situation.

Guidelines, Rules and Boundaries

At the beginning of each programme, staff and children will formulate a set of rules for the programme and discuss the consequences of breaking these rules.

Rules should be based on respect for each other, staff and equipment and safety of everyone.

Staff will, at all times, model the required behaviour.

A stimulating and varied programme will help to ensure against boredom.

When a child misbehaves or ignores a programme rule, the following will be tried:

- Remind the child in an assertive but non-aggressive manner of what is expected of them and the consequences of ignoring a programme rule
- If the child continues to misbehave remind them again and warn them that to repeat the behaviour will result in a certain consequence.
- If the child still continues to misbehave, enforce the consequence for misbehaviour. Try to make the consequence fit the misbehaviour.



Conflict Resolution

Conflict between children is normal. Staff will use appropriate methods to help children manage conflicts.

The following steps may be used:

- If needed, give children time to cool off
- Allow both children time to talk about what happened and what the conflict was about
- Ask how the situation could have been managed differently, assist children to problem solve
- Ask how the children want to end the conflict resolution eg handshake, apologies.

Staff will also help children to recognise and express feelings such as anger in safe and appropriate ways.

Staff Conduct

No child will be hit or in any way physically, verbally or emotionally abused by staff. Staff will address behaviour calmly and assertively and will not shout, threaten or intimidate children.

No physical restraints will be used on children unless it is an immediate issue of safety for the child or other children or staff and direct verbal commands have not been effective.

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



Record keeping

Tainui Full Primary School maintains records in accordance with the Privacy Act 1993 and other relevant legislation.

This is done by

1. Maintaining accurate records of current enrolments, attendance, health information and all medication administered by staff. Information is kept in accordance with the Privacy Act 1993, any amendments to the Act and any other relevant legislation.
2. Information on each child is collected on an enrolment form directly from parents/caregivers.
3. Parents/caregivers are advised that they are responsible for notifying the programme of any changes of details.
4. Information collected about children is used only for providing before and after-school care and holiday programmes, is kept in a secure place and is available for parents/caregivers to check for accuracy.

Buildings and facilities

Tainui Full Primary School After School Care facilities will be safe and comply with all relevant legislation as well as local city or district council requirements. Potential hazards to the safety of children are repaired, removed or made inaccessible.

This is done by

1. Having a current warrant of fitness.
2. Having an evacuation plan in an area clearly visible to staff, children, parents and caregivers.
3. A notice showing all exits and the assembly area used for emergency evacuations is displayed in a prominent place.
4. Exit signs are clearly displayed on all exits.
5. Premises, grounds and all equipment and furnishings used are maintained in a safe, clean, and hygienic condition, and comply, as appropriate, with local city or district council requirements.
6. There are written policies and procedures to ensure adequate phone services are available at all times.
7. There is an easily accessible phone in the main building where children are being cared for.
8. Where off-site visits are included as part of the programme a cell phone must be available and taken on the off-site excursion.
9. Where there is no cell phone and/or land line phone coverage, the provider must be able to demonstrate the manner in which they will ensure contact can be made quickly with the appropriate emergency service.

Finance

Finances are managed competently.

This is done by

1. Using an appropriate accounting system that produces accurate and timely financial statements.
2. Producing a budget and financial statement prior to the end of the financial year.

After School Care POLICIES & PROCEDURES MANUAL

Page 28 of 28



3. Accounts, including statements of financial position and income and expenditure are prepared. These accounts are audited on an annual basis along side the Annual Tainui Full Primary School Audited accounts. As detailed below:

4. A copy of the audited accounts or an up to date financial position is available at any time on request

BOT Chair

Approved: _____

Date: _____

Review Date: September 2017