



Before and After School Care

Policies and Procedures Document

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1. Programme Environment

Te Totara Primary School Before and After School Care programmes will be designed to ensure that children and families experience an environment where they are safe, secure, respected and their dignity is protected.

Children who are engaged in meaningful activities and experiences are less likely to encounter difficulties with managing their behaviour.

1. Management will ensure:

- a. Adequate staffing ratios.
- b. Equipment provided is age appropriate and plentiful for the numbers attending the programme.
- c. A yearly budget is set for the regular purchase of resources.
- d. Strategies are in place to regularly assess the environment and programme.
- e. Staff are familiar with the Behaviour Management policy.
- f. Staff are trained in child protection

2. The supervisor will ensure:

- a. Activities are varied, age appropriate and enjoyable.
- b. Daily routines are well organised, appropriately timed and pleasant to participate in.
- c. Children are provided with opportunities to engage in individual, small group and larger group activities.
- d. Children are able to participate in inside, outside, active and passive play.
- e. Staff model appropriate behaviour.
- f. Children are affirmed by developing positive relationships with staff.
- g. The programme is evaluated each term.
- h. At all times, staff will maintain a fair, consistent and positive approach to children's behaviour.

3. Behaviour Management

Behaviour management techniques will focus on the positive encouragement of acceptable behaviour. At no time will staff engage in any practice that is detrimental to the physical and emotional wellbeing of the children. This includes punishing children by physically hitting, withholding food and drink, isolation from the group, abusive, demeaning or condescending comments.

There will be clear rules and boundaries of acceptable behaviour which staff, volunteers and children will be aware of.

At the beginning of each term programme staff will remind children of the prior formulated set of rules for the programme and discuss the reasons for these. Programme rules will be based on respect for each other, staff and equipment and will be displayed clearly in the venue.

4. For inappropriate behaviour staff will:

- a. Remind the child in a firm manner what is expected.
- b. If the behaviour continues the child will be reminded again and warned of the consequences that will result.
- c. If the child continues after two warnings the consequence will be enforced.

5. Consequences must be appropriate and may include:

- a. Being removed from the activity and put into 'time-out', that is the child will be made to sit away from the group in a clearly visible spot for a period of time set by the staff member. Before the child returns to the group the staff member will review with the child what behaviour is expected.
- b. Having physical boundaries reduced (e.g. when a child continually leaves the defined boundaries).
- c. Not being allowed to play with a certain piece of equipment (e.g. when child continually misuses that piece of equipment).
- d. Children may be given duties to carry out (e.g. cleaning, picking up rubbish).

If a child continually displays inappropriate behaviour, parents will be notified and will be asked to support the staff in their attempts to encourage appropriate behaviour.

If a child continually behaves in a manner that endangers themselves or other children, despite the above measures, parents will be notified by the co-ordinator and asked to remove the child.

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.

6. Personal belongings, wireless gadgets, compact discs, game boys etc.

The staff discourages personal belongings being brought to Te Totara Primary School Before and After School Care. Should they be brought, Te Totara Primary School Before and After School Care will not accept responsibility for the loss or damage of personal belongings.

Before a device can be brought to Before or After School Care the Bring Your Own Device Agreement must be filled out and signed then returned to After School Care.

Before and After school care will provide a safe area (away from balls etc) that those wishing to use their I pads/ipods and other handheld devices can sit. The stage will be used for this.

This will be supervised by a staff member who has the duty of checking to make sure children are not trying to/are accessing inappropriate sites, or filming and/or taking pictures of other bsc or asc children. BSC and ASC will use the school wifi which has restrictions in place for sites of an adult nature. No child will be allowed to use their personal mobile data on their devices, the school wifi must be used at all times.

In the library during homework group children are allowed to use the ipads to do homework, they will have a set table to do this and will be supervised by a staff member at all times. Children will have the understanding that any breach of expectations will result in no longer being able to use their device at BSC and ASC.

Expectations are:

- *No deliberately trying to access sites deemed inappropriate by the co-ordinator and/or supervisor
- *No filming of children or staff at BSC or ASC on personal devices
- *No taking pictures of BSC and ASC children or staff on personal devices
- *No cyber bullying

At no time will punitive discipline be used. At all times, staff will maintain a fair, consistent and positive approach to children's behaviour. Children will only be physically restrained if their immediate safety or the safety of other children is at risk and verbal commands have failed.

7. Children with Special Needs

Children with special needs will not be excluded from the programme providing that the supervisor is confident that the child's needs can be catered for, without negatively affecting the other children and to ensure that the child will benefit from being at the programme.

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

It is the 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 necessary care. If the child will require further special aids, for example modified facilities, extra staff or staff training the supervisor will consult with the co-ordinator 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 programme's resources.

2. Programme Operations

Te Totara Primary School Before and After School Care will provide a well managed service that meets the needs for all children of all ages.

1. Programme Hours

The Te Totara Primary School Before School Care programme will operate from 7:30 am to 8:30 am every school day. The programme will not operate on public holidays.

The Te Totara Primary School After School Care programme will operate from 3:00 pm to 5:30 pm every school day. The programme will not operate on public holidays.

2. Enrolment Procedures

All families must complete the online enrolment before the child can participate in the programme.

All enrolments must be completed online for permanent and casual children. It is the parent's responsibility to inform the co-ordinator of any changes to information on the enrolment.

3. Extra days and casual days

If the roll allows, children are able to attend on the days that they are not usually at Te Totara Primary School Before or After School Care. Parents will need to organise extra days in advance, by phoning the co-ordinator.

Similarly, Te Totara Primary School Before and After School Care will allow children into the programme on a casual basis if the roll allows. The co-ordinator will need to know this in advance so that an enrolment can be completed online.

4. Drop off/ Pick up

Adults authorised to drop off children must sign their children into the Before School Care programme.

Adults authorised to pick up children must sign their children out of the After School Care programme.

If a child is not collected at the end of a programme, the following procedure will be followed:

- a. A staff member will remain with the child.
- b. Parents and emergency contacts will be contacted and the co-ordinator informed.
- c. 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 school indicating where the child has been taken and the co-ordinator will be informed.

Parents may be charged a late pick up fee of \$1.00 per minute of lateness, even if it wasn't the parent's intention to be late.

After school care staff has the right to refuse a parent/caregiver collection of a child if a staff member suspects that the parent/caregiver is under the influence of alcohol and/or drugs that has impaired the parent/caregivers cognitive and rational ability. In this circumstance another person on the collection list will be phoned to collect the child and if appropriate authorities will be notified (if the parent is operating a motor

vehicle). An incident report will also be written to keep on file and a copy handed on to the principal to take further action if needed.

5. Alternative Pick up of Child

Parents must inform staff if a person who is not listed on the child's authorised pick-ups will be collecting the child.

Staff will not release a child to a person who is not identified on the authorised pick-ups. If an unauthorised person comes to collect the child, parents will be contacted for authorisation prior to releasing the child. Staff will explain this to the unauthorised person before phoning the parent, to ensure there is no misunderstanding.

Written permission from parents must be given to leave the programme unaccompanied.

6. Absences

Parents need to notify the co-ordinator if a child is absent from the programme. This can be done by telling the co-ordinator or Supervisor in advance or phoning the school before 2.30 pm to advise their child will not be attending.

Before and After School Care will have a message doc available for parents to ring the school office and leave messages. The co-ordinator/supervisor will check etap for absences before the programme commences each day.

7. Non-Arrival at Before or After School Care

The following steps will be taken if a child does not arrive at the Before School Care programme:

- a. Parents will be telephoned/text.
- b. If parents are unavailable, emergency contacts will be called.

The following steps will be taken if a child does not arrive at the After School Care programme:

- a. Staff will conduct a thorough search of the immediate area, including their classroom and will check with their teacher.
- b. The school absence information will be checked and also check with the office.
- c. Parents will be telephoned.
- d. If parents are unavailable, emergency contacts will be telephoned and school informed.
- e. Local police will be contacted.

8. Child Not Collected

If a child is not collected at the end of a programme, the following procedure will be followed:

- a. A staff member will remain with the child.
- b. Parents and emergency contacts will be contacted.
- c. If there has been no contact with the parents within an hour of the programme closing, the local police station will be notified.
- d. Parents may be charged a late pick-up fee of \$1.00 per minute after 5:30pm. The collection times will be automatically saved in the Aimy plus programme and an invoice will be generated.

9. Confidentiality

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

All information, e.g. enrolment and staff information forms will state why information is collected and what will be done with the information i.e. emergencies, birthdays, health and safety of the 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 and in private.

10. Complaints

Parents will be informed on enrolment that there is a complaints procedure. A copy of the procedure (as listed below) will be clearly displayed at the centre.

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

- a. Approach the supervisor who will attempt to rectify the situation. (The team leader may be approached initially if preferred.)
- b. If the parent is still unhappy they should then contact the co-ordinator.
- c. If not satisfied with the outcome, the complaint must be made in writing to the principal and must contain details of the grievance and desired outcomes. The principal will respond to the complaint within 14 days.
- d. Where possible a mutually agreeable outcome will be sought.

The supervisor will keep the co-ordinator informed of any verbal complaints received and recorded in the daily diary.

3. Caregivers Code of Conduct

Parents are the first role models for children. The choices parents make, and the behaviours we exhibit, have a significant influence on our children. The programme has a clear expectation of children conduct and we require all parents to follow our code of conduct at all times when at the programme and when talking to staff.

The Parent Code of Conduct relates to parents, grandparents, caregivers and other visitors to the programme (including volunteer roles).

Values

S Smart decisions - Treat others how you want to be treated

T Trying our best - Talk to someone when it gets hard

A Always learning - Ask questions

R Respectful - Speak politely to others

S Self managing - Controlling our actions

Positive Role Modelling

As parents, it is our responsibility to role model good citizenship and ethical conduct. For our community to be coherent, our effort is required to maintain goodwill. This includes:

- Being inclusive
- Being open minded and adaptable
- Accepting cultural and religious diversity
- Interacting respectfully with staff, students and other parents
- Assume positive intent from all
- Appropriate and respectful conduct

Car park and Drop off zone Etiquette

These guidelines are to ensure absolute safety of our children, in an area where they are at greatest risk –

- Adhere to the speed limit. **Please note the speed limit is 5km/h.** This speed is to ensure the little pedestrians are safe as they walk through these areas.
- Please, no tooting (unless indicating danger)
- No overtaking
- Appropriate and respectful conduct while driving
- No parking on the paved area in front of the office

At busy times the car park and drop off zone gets full. Please remain mindful and patient.

Use of Social Media

Expectations around the use of social media for parents aligns with Te Totara School's Social Media Policy on our school website. Overall, it is expected that social media will be used for the purposes of building community and contributing to a positive dynamic amongst parents

The programme will always communicate with parents in relation to programme changes by email and on the whiteboard in Matariki. In particular, there are potentially serious **ethical** issues and legal liabilities that may arise from its misuse. Specifically, parents can ensure lawful use of social media by noting the following:

- Parents should not take or post photographs of other children at the programme without the express consent of the other child/children's parents
- Parents should not post photographs of students in school uniform if it has the potential to bring negative comments towards the student(s), staff or School
- Parents should not set up any group with the word "Te Totara After School Care" in its title. As it may mislead any reader to believe the School/programme moderates the page.
- Email addresses of parents will not be given to other people without their express consent.

What happens when conflict arises?

There will be occasions when conflict may arise between students. It is vital that parents encourage their child to seek appropriate solutions for themselves, which may involve discussion with a staff member or ASC management. If attempts at discussion do not find satisfactory resolution, it is expected that parents will discuss their concerns with Anna Herbert and/or Katrina Strong. **Please do not directly approach another parent or student with grievances.**

Communicating with Respect

Inclusivity and assuming good intent form the foundation of respectful conversations. Our interactions with other parents, staff and children should reflect this. Should there be an occasion where this has not occurred, please have a discussion with Anna or Katrina during programme hours which are between the hours of 7:30am to 5:30pm Monday to Friday. If you still have strong concerns, please contact the principal by email at the following address principal@tetotara.school.nz

Our aim is to provide a safe, secure and fun environment, in a compassionate and nurturing setting for all.

4. Enrolments, Sessions and Fees

1. Enrolments

Enrolments for before and after school care are completed online at www.tetotara.school.nz.

Click on the Before and After School care tab located under quick links located on the right hand side of the page, then click the [Enrol now](#) button on the Before and After School care page. Next, click the purple "register now" button and follow the registration process to enrol your child/ren.

Enrolments must be received at least 24hrs before the commencement of the programme. We are unable to receive verbal bookings.

To confirm bookings, we must receive the completed registration online. On confirmation of a booking the caregiver will receive notification via email.

2. Before School Care session and fee

Session	Permanent	Casual
7:30-8:30	\$7.00	\$9.00

a. Early Drop offs

Children Are not allowed to arrive to the programme before 7:30am

c. After school care sessions and fees

Sessions	Permanent	Casual
3:00-4:00	\$7.00	\$9.00
3:00-4:30	\$10.50	\$13.50
3:00-5:00	\$14.00	\$18.00
3:00-5:30	\$17.50	\$22.50

a. Session Fees

All fees are charged per child, per session.

b. Extended Time During Sessions

Caregivers must notify the Co-ordinator or supervisor if they are going to be late picking up the child. Extra charges are charged in 15 minute increments at their normal rate up till 5:30pm. The sign out times will be automatically saved on the Aimy plus system when the child is signed out, and additional charges will be invoiced daily.

c. Late Pick up after 5:30pm

The programme runs from 3.00 pm – 5.30 pm. Consistent lateness to pick children up will incur a charge of \$1.00 per minute per child after 5:30pm. The sign out times are automatically saved on the Aimy plus system when the child is signed out, and any additional charges will be invoiced daily.

5. 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 first and foremost. All relevant legislation will be adhered to.

1. Attendance

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

- a. Staff will conduct a thorough search of the immediate area, including classroom and ask the teacher.
- b. The school absence information will be checked and check at the office.
- c. Parents will be telephoned.
- d. If parents are unavailable, emergency contacts will be telephoned and school informed.
- e. Cctv will be check.
- f. Local police will be contacted.

2. "Quiet Area"

When children require some quiet time, a space will be provided for them which will be equipped with bean bags to lie on. This area is able to be clearly seen through the hall doors and provides a quiet area for this purpose.

2. Food Handling

The Management and Staff of Te Totara Primary School After School Care will be providing supplementary food and drink for children at the Centre to maintain their energy, health and state of well being. The Management and Staff endeavour to maintain high standards of cleanliness in all areas and the following guidelines will be followed.

- a. All persons handling food within the Centre are required to wash their hands thoroughly using warm water and soap before and after handling food. Paper towels are provided for drying hands. NOT TEA TOWELS!!
- b. All food for consumption is to be prepared in the kitchen area or under supervision by staff if the children are preparing their own food, baking etc.
- c. All food is to be covered once prepared and while waiting to be given to the children eg; paper towels, cling film. All meals and drinks for children should be kept refrigerated until ready for use and returned to the refrigerator if unused.
- d. Leftover food from meals, unless in an unopened container, is to be discarded.
- e. Soiled cutlery, dishes, mugs etc are to be washed in the dishwasher or may be washed in the sink using hot water and dishwashing liquid, then rinsed off with hot water before drying and being stored away in the appropriate place.
- f. All food scraps are to be placed in the waste bin in the kitchen area. This bin is to be lined with a plastic liner and the lid is to be kept closed when not in use.
- g. The bowls, utensils, plates, mugs etc in the kitchen area are for the purpose of food preparation and serving only. They are not to be used for play unless supervised by a teacher for the purpose of baking, or within the context of the curriculum.
- h. All reasonable care must be taken to avoid contamination from nuts, dairy products or any other possible sources that may cause an allergic reaction in a person suffering from an allergy condition.
- i. Water is available for the children to drink throughout the day. Children are encouraged to have a drink with their snacks and meals. Children are encouraged to wash their hands before eating or drinking.

- j. Children are to remain seated while eating. No child will be left unattended while eating.

1. Hazards and Risk Management

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

- a. Identifying and recording all potential health and safety hazards at the centre and any other venues used.
- b. Assessing the risk to staff and programme participants of all identified hazards.
- c. Putting control in place to remove or minimise the risks, e.g. providing safety equipment.
- d. Using healthy and safe work practices together with staff training.
- e. Regular inspections by staff to check that hazards have not changed.
- f. Compliance with all relevant codes of practice and regulations.
- g. A sun-safe policy will be in place which must be followed by children and staff.

It is the responsibility of the co-ordinator to ensure all procedures are in place to ensure the safety of staff and children at all times.

It is the responsibility of the co-ordinator/ supervisor to log hazards on the Te Totara primary school online hazard register and notify the principal of any action required to remedy the situation. Other staff will also be informed of identified hazards.

Health and safety information will be discussed at staff meetings where staff will be informed of all health and safety policies and regulations.

2. Sun Safe

Children attending Te Totara Primary School After School Care are to be protected from skin damage caused by harmful UV radiation of the sun.

As a part of general sun protection strategies Te Totara Primary School After School Care will:

- a. Provide SPF30+, broad spectrum, water resistant sunscreen for all staff and children's use.
- b. Ensure children wear hats that protect the face, neck and ears when they are outside. Also encourage the use of UV protective sunglasses.
- c. Encourage and inform children to cover in when in the sun.
- d. Encourage children to play in the shade, particularly when they do not have their hats.
- e. Regularly reinforce this sun protection policy in a possible way through meetings with children and staff meetings.
- f. Ensure that when children are playing around water that they use a water resistant sunscreen which should be reapplied every two hours if they are playing in the water.
- g. Explain and inform children about using sun protection even on cloudy days and it takes 30 minutes for the chemicals in the sunscreen to start working, so make sure children have sunscreen on before they go outside.
- h. Te Totara Primary School After School Care staff will act as role models by acting on the above to encourage children to do the same.

When enrolling their children parents will be:

- a. Informed of the sun protection policy
- b. Requested to ensure a suitable hat is in their child's bag during the summer months
- c. Encouraged to provide extra SPF30+, broad spectrum, water resistant sunscreen in their bag
- d. Asked if their child has any allergic reaction to sunscreen

- e. Requested permission to use sunscreen provided by Te Totara Primary School After School Care on their child.

3. Smoke Free

Te Totara Primary School and Before and After School Care are a "Smoke Free" zone. Staff may not smoke while on duty or while on school grounds.

4. Animals on School Grounds

- a. The Supervisor will ensure that any resident and/or stray³ animals encountered on the school premises are contained and responded to in a manner that ensures the children's safety.
- b. No attempts will be made to approach or capture any animals encountered during the operation of the After School Care programme.
- c. All visiting animals will be fully under the control of an adult at all times. Each child will be in control of whether they have contact with the animal or not and at no time are the children or animals to be unduly stressed by the introduction of an animal to our environs.
- d. Children will be instructed to treat animals with care and respect at all times. Hand washing is compulsory after contact with an animal.
- e. The After School Care Co-ordinator will periodically remind the children under their care never to approach stray animals. Children will be informed not to run when approached by a strange dog. Running may provoke the dog to chase and attack. Children will be reminded to act like a "tree" by standing still and staring straight ahead until the dog leaves or acting like a "seed" if sitting or knocked to the ground by curling up in a ball keeping his/her hands over his/her ears.
- f. Te Totara Primary School Before After School Care will promote dog smart awareness with the children under its care — using the SPCA's 'Dog Smart' tips for guidance:
 - Children will be asked to act like a TREE or a SEED.
 - If a child sees a dog loose, they will tell an adult immediately
 - NEVER call, or go near a dog you do not know
 - If a strange dog comes near you, STAND VERY STILL LIKE A 'TREE'-DO NOT RUN (tuck hands up under chin)
 - If a dog knocks you down, act like a 'SEED', face down, legs tucked under, fists over the back of the head protecting the ears and neck area.
 - DO NOT stare into dogs eyes (this makes dogs very uncomfortable and more likely to become defensive), instead, be looking around for an adult in case you need help.
 - NEVER touch or play with a dog while it is eating, or sleeping.
 - NEVER TEASE A DOG! Dogs cannot talk to tell us when they are annoyed, THEY WILL BITE!
- g. The SPCA's "7 warning signs", which indicate that a dog may not be happy, are as follows-
 - ears laid back
 - tail being held high (pointing straight up for some dogs, and very stiff)
 - snarling, and slightly curling the top lip, showing its teeth
 - stiff legs, standing tall and leaning forward
 - hair standing up along its back
 - growling
 - barking
- h. If a stray animal comes on to the school grounds, the children's welfare will be secured, followed by actions to ensure the welfare of the animal - by notifying

the SPCA, Hamilton City Council or animal owner (if known).

- i. In the case of a stray dog that appears to be threatening, in securing the children's welfare, one or more caregiver will instruct the dog, in a loud deep voice, to 'GET HOME' or 'SIT', repeating if necessary. Once control has been gained over the situation, caregivers will SLOWLY remove the children to the After School Care area and remain there until the supervisor has assessed.
- j. Resident animals belonging to the school, e.g. a pet bird, are the responsibility of the school.
- k. Te Totara Primary School Before and After School Cares Co-ordinator will endeavor to ensure that children who may come into contact with school animals are kept safe.

³ *A stray animal is a pet animal which either has no home or is outside the bounds of its owner's or keeper's household and is not under the control or direct supervision of any owner or keeper*

6. Child Protection

Te Totara Primary School Before and After School Care will ensure children's safety at all times and treat all allegations of abuse with respect.

Management will ensure that staff and other adults visiting or working at the programme are well supervised and visible in activities with children.

A minimum of two staff will supervise the programme areas at all times.

1. Visitors

Visitor's names will be noted at the bottom of the daily attendance register under the heading 'visitors.'

- a. All visitors will be under the supervision of two staff members at all times and only with prior permission from the Co-ordinator and or/supervisor.
- b. The visitor is only there for the reason of visiting the programme to ascertain how the programme is run, in the event their child might attend, the child may accompany the visitor, who's name will also be noted down.
- c. The visitor will be given a specific period of time to stay at BSC/ASC, after which the visitor must sign themselves out and leave the programme.
- d. The period of time the visitor will stay will be a time that the Co-ordinator has come up with that is appropriate for the reason for the visit.

2. Programme Staff

Programme staff will be provided with a copy of ASC policies and procedures in order to make themselves familiar with the code of behaviour. Copies of the policy document will be held at the programme.

The programme staff will act on all suspicions of child abuse in the following way:

- a. All incidents and observations will be recorded.
- b. Any suspicion that abuse is occurring will be reported to the supervisor or if appropriate the co-ordinator.
- c. The supervisor will inform the co-ordinator.
- d. The co-ordinator will consult with the principal to ascertain what steps will be taken.

Staff will be given training in identifying the signs of abuse whether physical emotional verbal or sexual abuse and neglect.

The co-ordinator will go through what the indicators are and what is expected of the staff member should they suspect abuse is occurring and also what to do if a child verbally discloses information of this nature. This will be carried out with all new staff in their induction for BSC/ASC.

3. Responding to Suspicions of Child Abuse

The programme staff will act on all suspicions of child abuse and will:

If a staff member suspects abuse is taking place in the home e.g. through unusual bruising, acting out (wetting, inappropriate speech or actions) withdrawn or any unusual behaviour that is of concern to the staff member, all suspicions are to be handed over to the co-ordinator and/or supervisor who will then take the necessary steps to ensure that the child is protected.

If it is believed that the child is to be in immediate danger, the police and Oranga Tamariki will be phoned for advice. The advice given will be followed and the principal will be informed.

If there is a suspicion of abuse but unsure, the principal who is our designated go to person will be informed and her advice will be followed. The principal will then contact the relevant agencies and the co-ordinator will then follow up with the principal as to the outcome.

If a staff member receives a disclosure of abuse from a child, the staff member who is talking with the child must not ask leading questions but listen and ask non leading questions "how come?" for example to see if there is any other information the child wants to share. This is to be recorded in written form at the earliest opportunity after informing the Co-ordinator and/or supervisor.

This will be kept with the incident report to be given to Oranga Tamariki and the police who will be contacted immediately after the disclosure. The principal will be contacted so she is aware of the situation.

An incident report will be completed with the details of what has been observed in all situations of suspected abuse and staff members will not act alone or do or say anything to anyone without consulting the co-ordinator and/or supervisor.

7. Code of Behaviour for Workers and the Prevention of Child Abuse and Child Protection Policy

The Te Totara Primary School Before and After School Care is committed to the prevention of child abuse and to the protection of children. The well-being and safety of the children is the primary goal. The following policy and code of behaviour are a means of achieving this objective.

This commitment means that the interests and welfare of the child will be the prime consideration when any decision is made about a child suspected of being abused. This organisation supports the roles of statutory agencies (the Police and Oranga Tamariki) in the investigation of abuse and will report cases of suspicion of abuse to these agencies.

This organisation will maintain a good working relationship with the Care and Protection Division of Oranga Tamariki and be familiar with the law which serves to protect children from abuse. We will consult with Oranga Tamariki and with other appropriate agencies that have specialist knowledge to help us protect children from child abuse. We will not assume responsibility beyond the level of our own expertise.

This organisation will respond to suspicions of child abuse by recording all observations, impressions and communications about children suspected of being abused.

No staff member will act alone about suspicions but will consult with senior staff who will be committed to taking action and arranging for consultation with appropriate agencies.

This organisation will act on recommendations made by relevant agencies and Oranga Tamariki concerning the official reporting of the suspected abuse and on the consulting of families. At no time will we regard ourselves as having the child's parent's permission to consult or report.

While we individually or collectively suspect that child abuse has been perpetuated by a staff member or other person helping in our organisation, we will not collude with or protect that person or the organisation but promptly report the matter to the management and statutory authorities. The suspected staff member will be prevented from having further access to children during any investigation and will be informed fully of their rights.

Children, families and staff involved in the investigation of allegations of child abuse will have support and we will attain knowledge of individuals, agencies and organisations in our community that we can refer them to for support.

Te Totara Primary School Before and After School Care employment procedures include a thorough examination and checking of applicants' previous work history and we make contact personally with two referees. This will be done with the applicant's consent. Our prime consideration in choosing staff will be ensuring that they will have skills and attributes which contribute to the children's safety and health, physical, emotional, intellectual and social development and will not put children at risk of abuse.

This organisation will ensure that its staff is well supervised and visible in the activities they perform with children. Opportunities for staff to be alone with children will be kept to a minimum.

Children will not be taken on outings without parental approval in writing or by phone and will be accompanied by more than one adult. In the case of an emergency, every attempt will be made for a child to be accompanied by two adults. This organisation has established a set of rules about acceptable touching of children. All adults working in our organisation will be made aware of these rules.

This organisation encourages staff to keep their personal and professional lives separate and we do not encourage the fostering of close personal relationships and/or care-taking activities with children and families outside the work environment. We will, on a regular basis, collectively review our child abuse policies and evaluate our performance in meeting the standards outlined by them.

This organisation encourages parents to be involved in our activities and management. Our child abuse policies will be made available to all parents. If parents have any concerns about the treatment of a child by any of our staff, they are encouraged to make these known and we will ensure that the matter will be fully investigated and acted on if necessary and will use an advisor and mediator from outside the organisation if independent investigation or arbitration is indicated. Parents and family are welcome to visit the programme at any time.

All staff will sign a declaration of criminal records.

Apart from toilets and bathrooms the programme will have an open door policy, staff should be aware of where all children are at all times.

8. Programme Supervision

Te Totara Primary School Before and After School Care will adhere to minimum guidelines of supervision as set out by Child Youth and Family at all times.

1. Ratios

The staff/child ratio will be as follows:

- At the Centre 1:10
- On excursions 1:8

There will always be a minimum of two staff on duty.

The staff/child ratio around water will be:

- 1:3 children that cannot swim.
- 1:5 children that are under the age of 8 that can swim 50 m without stopping.
- 1:8 with children that are over 8 and can swim 100 m without stopping.

2. 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 posted at the centre. Parents will be informed of the mode of transportation.

The staff/child ratio on excursions will be 1:8. Children will be put into groups with one adult whose primary responsibility will be the safety of that group. 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. The staff/child ratio in and around water will be 1:4 with the only exception being public pools where lifeguards are on duty.

The co-ordinator will be informed of all outings and the staff will carry a cell-phone for emergencies.

Instructors with recognised qualifications and/or recognised agencies will be used to instruct all outdoor pursuits.

Walks to nearby parks and playgrounds do not require a reduced staff ratio but for all other excursions safety procedures still apply.

Staff will only allow children go to the toilet in pairs. If using public toilets, a staff member must check the inside of the toilet to make sure it is safe for the children to go inside and then will proceed to wait for them outside.

A first aid kit and children's emergency information will be taken on excursions.

A risk analysis will be made of all excursions. 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.

When on walks the children will be organised into a "buddy system" 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 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.

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.

When on an excursion a list of the children participating will be left at the centre along with a note describing the group's whereabouts and expected time of return.

3. Roster

The supervisor is responsible for ensuring that staff is rostered so that all children are supervised at all times. Children will be in view of staff at all times when appropriate. 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).

9. Emergencies

1. Accidents/Emergency Procedures

At all times at least one staff member who holds a current first aid certificate must be on site.

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

- a. Staff will immediately inform the supervisor.
- b. Appropriate first aid will be administered.
- c. 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. If parents or alternative contacts are unavailable, the child will be taken to the nearest available medical facility.

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

- a. Staff will calm the child.
- b. Parents will be contacted.
- c. The Child Adolescent and Families Mental Health Service will be contacted if required.

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

2. First Aid Kit

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.

The supervisor will be responsible to ensure that the First Aid Kit is restocked on a regular basis.

A list of contents will be kept inside the kit and this will be checked fortnightly. The supervisor will write any requirements on the shopping list if not available from the school first aid cabinet. The first aid kit will be kept secure so that no child can gain access to it.

3. Illness

Children and adults who are sick will not be at Te Totara Primary School Before or After School Care. This will include vomiting, diarrhoea, high temperatures, conjunctivitis, school sores etc. The Health Department Schedule 1996 will be adhered to.

Children who may have illnesses, which are not infectious or noticeable, shall not be discriminated against and shall have the same rights as other children attending.

If a child becomes ill during the afternoon, they will be made comfortable, put into a quiet area and the parents notified to collect them.

4. Administering Medication.

Medicine will only be administered on written instructions from parents. This must include child's name, name of medicine, dosage, date and times to be administered, and parents signature.

The supervisor will be responsible to nominate a staff member with a first aid certificate to administer medicine.

Details will be entered on the Medicine Notification/Consent Form (Appendix I) and signed by the staff member when it has been administered.

All medicine must be labelled showing the child's name and dosage and stored out of reach of all children.

5. Emergency and Disaster Procedures

Fire, earthquake and lockdown drills will be carried out once a term for After School.

Procedures for fire, earthquake and lockdowns will be displayed centrally in the programme venue.

Staff will be trained once a term and on commencement of employment regarding emergency procedures.

6. Fire

The NZ Fire Department Emergency Evacuation Scheme will be adhered to. This specifies warden's responsibilities, evacuation routes and assembly points.

The co-ordinator will inform the fire department of any variation to the programme hours.

The supervisor will record fire drills and inform the fire department where necessary.

7. Earthquake

- a. Staff will call earthquake to signal the beginning of the earthquake.
- b. Staff and children will move inside and under a table or in a doorway.
- c. Adopt a turtle position (knees together, hands clasped firmly behind head, bury face in arms, protect head, and close eyes).
- d. Remain in the building until the all clear is given by the supervisor.
- e. Check for hazards and decide whether it is safe to remain in the building or evacuate.
- f. On evacuation stay calm, take attendance register, emergency kit and first aid kit. Assemble in a safe area. Undertake a head count. Tune into a local radio station for further direction.

8. Lockdown

- a. Lock doors and close curtains. Stay below window level.
- b. Keep children calm and quiet.
- c. Count students and adults
- d. Text Anna/Katrina with numbers of students and adults and leave mobile phone on vibrate.
- e. Wait for further instructions
- f. Do not answer the door

10. Staff and Management

Te Totara Primary School Before and After School Care will ensure quality care is provided through fair and consistent recruitment procedures, and the supervision and training of all staff including relievers and volunteers. All relevant legislation will be adhered to.

1. Recruitment

Before and After school care will adhere to the Vulnerable children's act and will carry out checks as required in the VCA.

The selection and recruitment of staff is the responsibility of the co-ordinator, in consultation with the principal. All paid staff will be recruited according to the following procedure:

- a. All positions will be advertised and a short list of applicants drawn up for interviewing.
 - Interviews will be carried out by the co-ordinator.
 - All applicants will be required to provide the names of at least two referees.
 - It is the co-ordinators responsibility to contact the referees for verification of the applicant's experience and suitability to work with children
 - Applications will be required to attend 10 sessions as a volunteer where they will be buddied up with a staff member for the whole shift.
 - Applicants will be informed of the decision on completion on the volunteering period.

- b. All workers including volunteers must:
 - Release details of their police record to the co-ordinator. No person with a conviction for sexual crimes or crimes of violence against the person may be employed at Te Totara Primary School Before and After School Care.
 - Undergo a Police Vet.
 - Sign a statement that they will abide by policies.
 - A form of identification from the employee will be sighted e.g. passport or licence and a copy made for our records
 - Staff will be provided with a full job description that states responsibilities, skills, certification and standards required.

A written employment contract clearly setting out wages and conditions of work must be signed by the employee and co-ordinator.

Copies of applications, interview records and telephone references will be kept. Where relevant, staff will be offered training opportunities. Staff will be compensated for attending staff meetings held every 2 months.

2. Training and Supervision

All staff will have experience and/or training in school age childcare and/or recreation. Staff training needs will be reviewed during staff appraisals or as required and opportunities provided for further training as needed.

The co-ordinator is responsible for ensuring that all staff, including volunteers are sufficiently trained in first aid, emergency procedures, child management and all policies to ensure the safety of the children at all times. New, young or less experienced staff will receive adequate support and supervision.

3. Grievances and Complaints

The principal is responsible for undertaking disciplinary action and for ensuring that it is in accordance with all relevant legislation. If a staff member is not performing adequately every reasonable effort will be made to help them understand the problem and to improve.

Staff will be given two verbal warnings and one written warning clearly stating the problem, the measures required to improve and a time frame for this to occur. If there is not sufficient improvement the staff member may be dismissed. Staff may be suspended on full pay pending further investigation if they are accused of:

- a. striking or sexually abusing a child, or
- b. failing to observe programme rules so that a child is injured or placed in serious danger.

If the complaint is upheld the staff member may be dismissed. Following a dismissal of this nature the principal will prepare a follow-up report in consultation with the co-ordinator recommending any changes needed to avoid the situation recurring.

Staff complaints against other staff members must be referred to the co-ordinator. If no agreement can be reached the complaint will be taken to the principal. The principal is to be informed of any serious complaints involving staff. If it is clearly inappropriate to approach the co-ordinator, staff may contact the principal directly.

Staff grievances against the management will be resolved in accordance with the provisions of the Employment Contracts Act 1991.

4. Performance Appraisal

Appraisal of the staff will be the responsibility of the co-ordinator. Appraisal of the co-ordinator will be the responsibility of the principal.

It is the responsibility of the co-ordinator to inform the principal of staff performance.

Performance appraisals will be carried out annually for each staff member with the sole intention to increase awareness of their performance and to ensure a high standard of care at the programme.

The appraisal will be based on the job description; establish individual and group strengths and identify areas for personal development. It will consist of a self-appraisal and an interview with the co-ordinator. Objectives will be set for the next term of employment.

All appraisals will be confidential.

5. Volunteers

Supervision of volunteers is the responsibility of the co-ordinator. Volunteers must undergo the same security checks and induction as paid staff. They should not be expected to undertake the same level of responsibility as paid staff. Efforts should be made to include volunteers in planning and training as appropriate. Any agreement regarding reimbursement of expenses must be made in writing.

Definition of Before and After School Care staff

Board of Trustees- Governance which oversees and approves programme policies and procedures, fee structure and any major changes to programme

Principal – Governance which oversees programme in adherence to guidance and approval from Board of Trustees

Co-ordinator – Manages programme and follows guidance from principal

Supervisor – Supervises staff, assists Co-ordinator in managing ASC; manages BSC

ASC carers – Supervise the children attending BSC and ASC

Volunteers – Supervise the children with guidance and are not included in ratios

11. Code of Behaviour for Workers

The Te Totara Primary School Before and After School Care expects staff to be supportive, non-abusive and to present themselves as a positive role model. Many children have affectionate natures and express themselves freely. Regardless of the situation and child's culture and nature staff must avoid inappropriate physical contact.

In making physical contact with children, adults should be guided by the principle that they will do so solely in order to meet the child's physical or emotional needs. Touching should not be initiated to gratify adult needs. Children should not be asked to take care of adult needs, physical or otherwise.

If a child initiates physical contact in the seeking of affection, reassurance or comfort it is appropriate to respond in a manner suitable for the child's developmental stage and needs. It is not appropriate to force any form of unwanted affection or touching on a child.

The physical contact of children during cleaning (e.g nose bleeds and grazes), must be for the purpose of that task only and not be more than is necessary for that job. Children should be encouraged to take care of themselves to the limits of their ability.

Staff should avoid being alone with a child.

Staff must be aware of where all children are at all times.

The co-ordinator will ensure volunteers and visitors are never alone with a child or group of children.

No smoking in front of the children, in the building or school grounds.

Clothing should facilitate job performance (i.e. be appropriate for participating in activities, be safe, be appropriate for role modelling to children).

Personal visits and phone calls should not interfere with responsibilities of supervision.

Staff must realise their individual emotional and physical limitations, when such limits are strained — know when to request support and/or relief.

Confidentiality must be maintained at all times.

Staff medication must be labelled and stored out of reach of the children.

Children should not be present when staff uses the toilet and bathroom facilities for personal needs.

"Adult" topics of conversation should not be held in front of the children.

Staff should maintain a professional relationship with families with respect to confidentiality, objectivity and conflict of interest.

12. Code of Conduct for Staff at Before and After School Care

I understand that as an employee of Te Totara before and after school care

- I will conduct myself in a professional manner.
- I will not engage in 'adult conversations' with, or around children.
- This includes conversations around my personal life, like romantic relationships and asking children for details about their personal lives
- I will allow children to express themselves physically to meet their needs where appropriate, e.g. hugging, but this will be kept brief and I will maintain boundaries
- Children are not to sit on my knee, and if this happens I will encourage them to sit beside me instead
- I will have consistent interaction with all children e.g. not having a favourite or "special treatment" such as giving special attention to one child
- I will not request a child meet my physical needs (e.g. requesting hugs or asking them to sit on my knee)
- I will follow all instructions from the ASC co-ordinator and/or Supervisor with an attitude of respect and will help out wherever possible
- I will dress in an appropriate manner
- I will use the staff toilets provided (disabled toilets) and will not use the children's toilets during programme hours
- I will adhere to the 2 staff minimum when supervising children and at no time will be alone with a child
- I will keep a professional relationship with all BSC and ASC children and their families e.g. not contacting them outside of work and not discussing my personal life
- I will not use my phone for personal matters unless previously arranged with the co-ordinator and/or supervisor
- I will be a positive role model for the children I supervise, no swearing, no inappropriate conversations, and I will maintain a positive attitude
- If I feel stressed or overwhelmed I will let the co-ordinator and/or supervisor know so that I can take a break
- I will pass on all concerning and/or inappropriate behaviour of child/ren at BSC and ASC to the co-ordinator and or supervisor
- I will pass on all injuries to the hall staff, and all head injuries or serious injuries to the co-ordinator and/or supervisor
- I will actively supervise the children at the programme while I am rostered on
- I will seek guidance from the co-ordinator and/or supervisor when unsure about anything

- I will be punctual for shifts and notify the supervisor if I am unable to attend

I have read and understand the code of conduct for staff employed by Te Totara before and after school care, and I am aware that if I do not understand any part of the code of conduct for workers at before and after school care I MUST let the co-ordinator and/or supervisor know so they can explain it to me.

Name (Printed):

Signed:

Date:

13. Buildings and Facilities

Te Totara Primary School is responsible to ensure the building has a current building warrant and that it complies with other relevant fire and safety requirements. The final responsibility lies with Te Totara Primary School.

Staff will keep the venue tidy and free of rubbish. Cleaning is undertaken by Te Totara Primary School.

1. Cleaning

The co-ordinator and staff will devise a cleaning plan to ensure that all facilities are kept clean and tidy. The buildings and school grounds will be left in the state that they are found. This plan will include:

- a. Daily
 - Emptying rubbish.
 - Wiping all kitchen benches/surfaces where food is prepared.
 - A plan for washing all kitchen cloths and tea towels
- b. Weekly
 - Cleaning the fridge and any areas where food is stored.
 - Sorting and checking art areas, toys, equipment etc.
 - Store room, toy bins.
- c. Each term
 - Laundering floor cushions, soft toys, dress ups.

14. Finance

Te Totara Primary School Before and After School Care will maintain strict guidelines for their fees and will ensure parents are informed of changes made to fees charged.

1. Fees Before and After School Care

The fee structure will be announced prior to commencement of the programme and will be clearly shown and described on all programme information flyers.

2. Payment

Invoices will be issued weekly, and payments are required to be paid one week in advance. Payments can be made by cash or eftpos at the school office during office hours or by internet banking.

3. Extra days and casual days

If the roll allows, children are able to attend on the days that they are not usually at Te Totara Primary School Before or After School Care.

Similarly, Te Totara Primary School Before or After School Care will allow children into the programme on a casual basis if the roll allows. The co-ordinator will need to know this in advance so that an enrolment can be completed online. This is done by phoning the co-ordinator or arranging in person.

Casual enrolments will be issued invoices on the same basis as permanent enrolments but will be charged an extra \$2.00 per hour.

4. Absences

Fees are charged per session enrolled for permanent or casual and no reduction is made due to absenteeism for sickness, i.e. parents must pay for the days that their child is enrolled in whether or not s/he attends.

A reduction can be made by prior arrangement for extended absences. (i.e. holidays).

5. Late Pick up

The programme runs from 3.00 pm – 5.30 pm. Consistent lateness to pick children up will incur a charge of \$1.00 per minute per child after 5:30pm. The sign out times are automatically saved on the Aimy plus system when the child is signed out, and any additional charges will be invoiced that day.

6. Late payment or Non-Payment of Fees

Consistent late payment or non-payment of fees may result in the termination of a child's enrolment in the programme. Outstanding Fees may be forwarded to Baycorp for collection and will incur collection costs.

7. Cancellations

Cancellations must be reported to the co-ordinator as soon as possible; this can be done by contacting the co-ordinator and/or supervisor.

- a. Permanent bookings require **2 weeks** notice to be given to remove bookings that have been confirmed. If this is not done the child can be marked as absent but the account holder will still be charged in full for the days.
- b. Casual bookings require **24 hours** notice to be given to remove bookings that have been confirmed or the account holder will be charged for the booking.

Appendix I

ASC BRING YOUR OWN DEVICE AGREEMENT

I want my child to bring their own device to use in BSC/ASC. I understand (please tick each statement):

✓ Please tick

- All devices brought to ASC are my child's responsibility and the insurance for the device is my responsibility.
- ASC holds no responsibility for any loss or damage which might occur.
- ASC will provide a locked filing cabinet in which my child may place their device when not in use at ASC.
- Children will bring devices to ASC each day fully charged. Charging at ASC is not permitted.
- Devices brought to ASC are for the use of my child. ASC adheres to a 'share screen' concept, whereby my child may share his/her screen with others.
- Use of the device is at the discretion of ASC.
- Students are not permitted to transmit or post photographic images/videos of any person at ASC on public and/or social networking sites.
- Students must comply with ASC's request to shut down or close the screen. Devices must be in silent mode and put away when asked by ASC.

- ASC retains the right to collect and examine any device that is suspected of causing problems or being in breach of the BYO device Guidelines and/or Digital Citizenship Policy.

- Rules governing the use of any school-owned digital device will apply to student-owned devices while they are at ASC. This includes adherence to the copyright act and school Digital Citizenship Policy.

Signed:	_____	
Parents Name:	_____	
Student:	_____	
Date:	_____	Room No: _____
Device Serial No.	_____	

MEDICINE NOTIFICATION/CONSENT FORM

Parent/guardian must complete a consent form when medicine is required to be administered.

Child's Name:.....

Name of Medication:.....

Reason for the Medication:.....

Duration of Administration:

Start date:..... Stop date:.....

Dosage:..... Frequency:.....

Emergency contact number:.....

Is child self-administering?.....

Is medication to be administered by After School Care?.....

Name of Prescribing Doctor/Specialist:.....

Name of Prescribing Medical Centre:.....

Parent/Caregiver contact Phone No:.....

I/We _____(name) consent and approve that nominated staff at Te Totara Primary School After School Care administer medication. I/we have provided for the purpose described above.

I/We accept that staff at Te Totara Primary School After School Care will administer as per the directions on the medication package or bottle.

I/We understand that Te Totara Primary School After School Care may contact the prescribing Doctor/Specialist if the need arises.

Signed: _____

Date: _____

