



**BOSCO**

**Beckenham Out of School Care Organisation**

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Charitable Status: CC40574

# ***BOSCO INCORPORATED***

*(Trading As Beckenham Out Of School Care Organisation)*

## ***PROGRAMME POLICY AND PROCEDURES***

### ***Contents***

Introduction /Purpose-----	2
History-----	2
Policy and Procedure Development-----	2
Programme Environment -----	2
Programme Operation-----	5
Health & Safety-----	8
Child Protection-----	13
Supervision -----	15
Emergencies-----	16
Staff and Management-----	17
Buildings and Facilities-----	21
Record Keeping-----	22
Finance-----	23
Signing-----	25

## **1. INTRODUCTION/PURPOSE**

- 1.1 The purpose of BOSCO Incorporated is to provide quality care and recreation for children and youth aged between 5 and 13 years before school, after school and/or during the school holidays throughout the school year. It is also to meet the needs of parents/caregivers who work and/or wish for their child/ren to attend a before school, after school and/or holiday programme. Children come from Beckenham School. However during the holidays we take children from Thorrington, St Peters, Cashmere, Hillview Christian and potentially other schools within the local area.

## **2. HISTORY**

- 2.1 BOSCO Incorporated began in July 1993 as a response to an identified need by the Council for an After School Programme in this geographical area. While the impetus for BOSCO Incorporated came from the Council, the funding provided by them for this programme was an absolute minimum. BOSCO Incorporated therefore had a very insecure start in terms of clientele and funding. BOSCO Incorporated is reliant on fees and grants for its operation. BOSCO Incorporated is also hampered by having no premises or facilities of its own.

## **3. POLICY AND PROCEDURE DEVELOPMENT**

- 3.1 This policy and procedure document will be reviewed and updated at least every two (2) years, or as deemed necessary to ensure the children's and Staff's safety and/or needs are being met. It will also be changed to incorporate necessary changes to relevant legislation acts. E.g. Health and Safety, Child, Youth and Family requirements and professional guidelines.
- 3.2 It will be the responsibility of the Co-ordinator, in line with the Chairperson and Management Committee to ensure that this is carried out. Staff and parents will be advised of impending changes and asked for their input.
- 3.3 Any review and amendments to this document must be signed and dated by the Chairperson and the Co-ordinator.
- 3.4 It will be the responsibility of the Co-ordinator to ensure that changes are clearly explained to staff and changed processes are acted on. It will also be the Co-ordinators responsibility to ensure all Staff are aware of what is in this document and its meanings. Staff will receive an updated copy of this document for their reference. The Co-ordinator will also be responsible for ensuring parents/caregivers are aware of changes in policies. An updated copy will be made available to parents/caregivers at BOSCO Incorporated and on the website.

## **PROGRAMME ENVIRONMENT**

### **4. POSITIVE AND CHILD-FOCUSED OBJECTIVES**

- 4.1 BOSCO'S objectives are:
- \* To help young people learn to enjoy and make good choices about how to spend their leisure time;
  - \* To recognise the variety of needs children have after a day at school, by providing a safe, friendly, relaxed and non-institutionalised environment;
  - \* To be aware of individual potential and promote non-racist, non-sexist, and non stereotypic attitudes;
  - \* To provide safe and quality supervised child care, meeting the needs of the community;
  - \* To provide affordable Before School, After School and Holiday Care.

### **5. CULTURAL NEEDS**

- 5.1 The Co-ordinator and staff will incorporate games and activities from different cultures and nationalities.
- 5.2 Staff will acknowledge and embrace individual children and their family's cultural differences.

- 5.3 Enrolment forms will ask parents to notify Staff of any cultural needs of children, e.g. ethnic, social and/or religious.
- 5.4 The programme newsletter will notify parents of any particular focus to a different culture being represented in an upcoming programme. Parents/Caregivers will be able to give Staff their input for the programme and others in the future.

## 6. BEHAVIOUR MANAGEMENT

- 6.1 Children are expected to abide by the following code of behaviour:
- \* To behave in such a manner that does not impinge on the rights and enjoyment of others, or damage equipment or property;
  - \* To abide by requests/instructions from programme Staff;
  - \* To abide by the rules of BOSCO Incorporated (including school rules);
  - \* To remain in the environment of the programme unless authorized by their parent/caregiver or Staff to leave;
  - \* To come straight to BOSCO Incorporated after the school bell rings.
- 6.2 At all times Staff will maintain a fair, consistent and positive approach to children's behaviour. At no time will children be physically punished, disciplined or treated in a way that is degrading, humiliating or cause fear or anxiety. Children will only be physically restrained if their immediate safety or the safety of others is at risk and verbal commands have failed. A second Staff member must be present.
- 6.3 Children, with help from Staff, will decide on the rules at BOSCO Incorporated at the beginning of each year, and will be reviewed each term or when a child starts and Holiday Programme period. These will be located on the wall for children, parents/caregivers and Staff to see at all times.
- 6.4 To encourage appropriate behaviour Staff will incorporate a reward scheme that works best for majority of the children and suit a variety of ages. This will vary depending on what works best for the children and staff. The focus of the scheme will be on reinforcing positive behaviour.
- 6.5 When children are in conflict with each other, Staff will act as mediators where possible to help the children to resolve the situation themselves and aid them by making suggestions on how to do so to ensure the situation is resolved in a safe and healthy environment. If children cannot resolve the conflict, they will be removed from the situation, for example they will not be allowed to play with the toy or with each other.
- 6.6 If a child displays unacceptable behaviour, permitted discipline measures include:
- \* Verbal reprimand with preferred behaviour stated;
  - \* Removal of privileges; e.g. not allowed to go swimming or other such limits related to incident leading to reprimand;
  - \* Reparation; e.g. picking up what has been thrown down;
  - \* Time Out – the child is instructed to sit on a chair for an appropriate time (i.e. one (1) minute per age) to consider their behaviour and will be expected to come up with an idea, or discuss how they could have handled the situation differently;
  - \* Writing out the rules or writing a letter of apology explaining what they did wrong and what they will change to ensure this behaviour won't happen again;
  - \* Where behaviour endangers self or others, the parent/caregiver is to be contacted immediately to collect the child.
- 6.7 All disciplinary procedures are to be recorded on an Incident Form by Staff (in consultation with the Co-ordinator), signed and placed in the child's incident and accident file. The Co-ordinator or Supervisor will discuss the behaviour with the parent/caregiver when they come to collect the child and have the parent/caregiver sign the Incident Form.
- 6.8 If disciplinary procedures fail to manage the unacceptable behaviour (for example, the behaviour occurs again in any one day or frequently) then the Co-ordinator will notify the committee and contact the parents/caregivers the same day to arrange a meeting with a member of the committee to discuss the child's on-going enrolment at BOSCO.

- 6.8.1 A meeting with the parent/caregiver, Co-ordinator and the Chairperson regarding a child's on-going enrolment may result in the following outcomes:
- (a) A behaviour management plan may be implemented by the Co-ordinator in consultation with the parent/caregiver and with approval from the Management Committee. The plan must include desired outcomes and a timeframe.
  - (b) A recommendation is made to the committee to suspend the child for a fixed period of time after which time the child will be allowed to return to the program. The decision to suspend a child is taken only after all other options have been explored with both the parent/caregiver and the child. The parent/caregiver must receive written notification of the suspension from the Chairperson.
  - (c) A recommendation is made to the Management Committee to terminate the enrolment of the child. The decision to terminate enrolment is taken only after all other options have failed or the safety of the other children or Staff at the program is threatened. The parent/caregiver must receive written notification of termination of enrolment from the Chairperson.

## 7. PROGRAMME CONTENT

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

- 7.1 The following activities will be offered on a daily basis. Programme plans will be displayed on the attendance register and the notice board for the Before School and After School Programmes or the whiteboard for the Holiday Programme.
- \* A planned arts and crafts project;
  - \* Baking;
  - \* Child-directed use of arts and crafts material;
  - \* An organized sport or active group game;
  - \* An organized group quiet game or activity;
  - \* Free use of games and equipment;
  - \* Free outdoor play (weather permitting);
  - \* Supervised homework time (after school programme only);
- 7.2 Staff will be briefed on the week's planned activities and what their "group" will be participating in each Monday during term time. The term plan will be located on the notice board for viewing. Staff working on the Holiday Programme, will be provided with the programme plan and briefed prior to Holiday Programme beginning. All Staff will participate in brainstorming sessions to ensure a wide variety of activities are available for children.
- 7.3 Children will be encouraged to participate in planned activities, but may choose not to, as long as they are not bored or disruptive. Whenever possible, alternative activities will be provided. Staff will be expected to be involved with all activities to help encourage children to do the same.
- 7.4 All play equipment shall be checked for safety and suitability by the Co-ordinator, or delegated person, and shall be checked each term and maintained as far as practicable. If equipment is substandard a corrective action plan will be completed and submitted to the Management Committee.
- 7.5 An inventory of stock must be kept at all times, and checked at the end of every term to ensure stocks are well replenished. This will be located in the storeroom. It will be the responsibility of the Co-ordinator, or delegated person to ensure this is done.

## 8. LOCATION/SPACE

- 8.1 BOSCO Incorporated will hold all its programmes (Before School, After School and Holiday) in the "multi-purpose" room at Beckenham School. We also have use of the School hall for wet days and planned activities. As well as this we have access to Beckenham Park for playing and use of Beckenham School's junior playground area and surrounding grass and concrete areas. Inside children have a quiet area with beanbags, and use of tables/chairs etc for activities. We also have access to the school pool when open.

# **PROGRAMME OPERATION**

***The safety and wellbeing of all children is paramount to us, and at all times BOSCO Incorporated will operate safely and within our guidelines.***

## **9. PROGRAMME HOURS**

- 9.1 BOSCO Incorporated operates from 7.30am – 8.30am in the Before School programme. 3.00 pm to 5.30 pm in the After School programme. These both operated during the Beckenham School term time, Monday to Friday (forty (40) weeks of the year). BOSCO Incorporated operates from 7.30am to 5.30 pm in the holiday programme. This operates Monday to Friday (ten (10) weeks of the year). BOSCO Incorporated will not operate on public holidays. Our annual closedown period is from 23<sup>rd</sup> December till 3 week's before school starts the following January.

## **10. ENROLMENT PROCEDURE**

- 10.1 All parents/caregivers must complete an enrolment form and sign a parent contract before the child can participate in any of the programmes. It is the parents/caregivers responsibility to inform the Co-ordinator or Supervisor of any changes. A new form must be completed each year all programmes.

Enrolment forms must include the following:

- \* Child's name, address and home phone number;
- \* Age of child;
- \* Parent/guardian name/s, address/es and phone numbers during programme hours;
- \* Names and contact details for two emergency contacts;
- \* Day/s child will attend;
- \* Names of adults authorized to pick up child from programme;
- \* Any access or custody arrangements and/or protection orders;
- \* Any cultural needs Staff need to be aware of;
- \* Any health or medical conditions and/or allergies, including medication or assistance required. (Medicine will not be administered to any child without the written consent of their parent/caregiver);
- \* Name and phone number of child's family doctor;
- \* Disclaimer clause as per contract between parents and BOSCO Incorporated;
- \* Signature of parent/caregiver/guardian and date;
- \* Alternate arrangements to arrive or leave the programme.

- 10.2 Parents/Caregivers paying alternative weeks for their child/rens care will be asked to both sign the parent agreement, rather than having two enrolment forms.
- 10.3 The completed enrolment form and any custody/protection orders will be available to all Staff at all times, and parents/caregivers as required.
- 10.4 The Co-ordinator will also remind parents/caregivers to keep their enrolment details updated via the newsletter. The Co-ordinator is responsible for ensuring relevant changes are documented.

## **11. COLLECTION OF AND ACCESS OF CHILDREN**

- 11.1 Parents/Caregivers are expected to contact the Co-ordinator or Supervisor before the beginning of the enrolled programme via either of the BOSCO Incorporated mobiles or via email if their child will not be attending. Normal fees will still apply. A fee will apply if the Co-ordinator or Supervisor has to contact parents/caregivers in regards to an unnotified absence.
- 11.2 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/caregivers will be contacted for authorization at a charge to the parent/caregiver. Staff are made aware of this when starting and shown where to locate these details for children on enrolment forms. Staff will request formal identification from any person arriving to collect a child who is not recognised by Staff. Refusal to provide identification will result in that person being asked to leave. If that person refuses to leave, Staff will contact Police.

- 11.3 Parents/caregivers must inform Staff if a person who is not listed on the child's enrolment form will be collecting the child. Staff will need to make sure the parent/caregiver notes it onto their enrolment form and make a note of it on the attendance register for other Staff to be aware of someone else collecting child. Parents/Caregivers must inform Staff if someone other than the usual person will be collecting child (even if noted on enrolment form).
- 11.4 An attendance register will be completed on a daily basis. For Before School Programme, parents are required to sign children in (or have signed enrolment form, notifying child will arrive by themselves). After the 8.30am bell Staff will let children go to their classes. Younger children will be walked to their class by a Staff member. For After School Programme Staff will sign children in by ticking the names of children attending on register. The person picking up the child/ren on that day is required to fill in the time of collection and sign the register. If children leave for home unaccompanied, they will leave at a specified time, or when notified by parent, Co-ordinator to ensure they leave. Parents are required to both sign in and out children for the Holiday Programme (or have signed enrolment form, notifying child will arrive or leave on their own). Co-ordinator to ensure these details are completed and explained to new families.

## **12. CHILDREN THAT DON'T ARRIVE AT PROGRAMME**

### **12.1 The following steps will be taken if a child does not arrive at the Before School Programme:**

- (a) The parents/caregivers will be contacted for absence information.
- (b) If parents/caregivers are unavailable, emergency contacts will be telephoned.
- (c) If still not located by 7.50am the Co-ordinator or Supervisor will contact the police.

### **12.2 The following steps will be taken if a child does not arrive at the After School Programme:**

- (a) The school will be contacted for absence information.
- (b) The Co-ordinator will take steps to locate the child within the immediate area.
- (c) If a child has not arrived by 3.20pm the child's parent/caregiver will be telephoned.
- (d) If parents/caregivers are unavailable, emergency contacts will be telephoned.
- (e) If still not located by 3.30pm the Co-ordinator or Supervisor will contact the police.

### **12.3 The following steps will be taken if a child does not arrive at the Holiday Programme:**

- (a) The parents/caregivers will be contacted for absence information.
- (b) If parents/caregivers are unavailable, emergency contacts will be telephoned.
- (c) If still not located by 10am the Co-ordinator or Supervisor will contact the police.

## **13. CHILDREN NOT COLLECTED AT END OF PROGRAMME**

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

- (a) Two Staff Members will remain with the child.
- (b) Parents/Caregivers will be contacted and if unavailable emergency contacts will be contacted.
- (c) If there has been no contact with the parents/caregivers within one (1) hour of the Programme closing, the child will be taken to the nearest police station and contact will be made with Child Youth and Family. A note will be left at the centre indicating where the child has been taken. The Co-ordinator will ensure the Management Committee is informed of this

- d) Extra charges will apply.

#### **14. MISSING CHILDREN**

- 14.1 If a child goes missing during the duration of a programme, the following procedure will be followed:
- (a) Staff will take steps to locate the child within the immediate area.
  - (b) The parents/caregivers will be contacted.
  - (c) If parents/caregivers are unavailable, emergency contacts will be telephoned.
  - (d) If still not located within thirty (30) minutes the Co-ordinator or Supervisor will contact the police.
  - (e) At least two (2) Staff members will remain on site to look after remaining children; or if programme has ended one (1) Staff member will remain to ensure someone is there if child returns.
  - (f) The Co-ordinator will ensure the Management Committee is informed of this.

#### **15. TRANSPORTING CHILDREN**

**All parents/caregivers will be made aware of intended transportation. No child will be removed from the programme without the parents/caregivers written consent.**

- 15.1 Transportation for most excursions will be by a hired bus or a taxi service. Vehicles used to transport children must comply with all mandatory legal requirements i.e. current warrant of fitness and registration. All drivers must hold a current and clean full driver's licence. All drivers must abide by all transport laws.
- 15.2 Excursions within the local area e.g. Beckenham Park, Beckenham School pool or South Library will be by walking. One Staff member will stay in front of group and one at the back, regular head counts will be done, to ensure all children are together. A Staff member will stand on road when children are crossing to ensure traffic is clear/stopped.
- 15.3 Transport for smaller groups will be by attending Staff Members private vehicles. All Staff transporting children in their own vehicles will sign a vehicle policy (refer to sample forms manual following this policy for a copy). Staff will ensure their own vehicle has a current warrant of fitness & registration and adequate insurance. They will hold a current and clean full driver's licence. Staff must abide by all transport laws. In this case all parents/caregivers will have a written consent form to sign advising of this intention. Each Staff member will have a mobile phone with them in case of a breakdown or other emergency (under no circumstances will a phone be used while driving).
- 15.4 In the event of an accident or break down, alternative transport will be arranged through the original provider if possible, or through a reputable taxi service. In the event of an accident parents will be contacted. All Staff will remain with the children, and ensure children are kept safe and within boundaries until alternative arrangement has been arranged and arrived. Staff will act responsibly until alternative transport arrives and will ensure all children remain in sight and well supervised during this time.
- 15.5 If an outing group is not returned within thirty (30) minutes of expected return contact will try to be made with the driver of the vehicle, or the Co-ordinator or any attending Staff members. If no contact can be made parents/caregivers will be notified and police will also be notified.

#### **16. COMPLAINTS**

- 16.1 All BOSCO Incorporated users should be made aware of the complaints procedure through the website or the Co-ordinator.

Definition of a Complaint or Concern – the following constitutes a complaint:-

Any verbal or written concern/observation that call into question the actions, behaviour or activities of any person involved with the Organisation, or any aspect of the Organisation's environment, which impinges on the rights, safety or health of any person at BOSCO Incorporated.

Parents/Caregivers will be informed on enrolment that there is a complaints procedure. This will be included in information given to parents at enrolment and clearly displayed at the centre. This information will include the contact details of Child Youth and Family, should parents or Staff wish to report a serious concern.

## 16.2 Complaints Procedure

If any parents or Staff has complaints about the programme or Staff Members:

- (a) A verbal or written complaint or concern should be discussed with the Co-ordinator. If this is inappropriate, the concern/complaint may be made to the Chairperson of the Management Committee. If any Staff member is aware of any complaints, they should discuss this with the Co-ordinator or Chairperson.
- (b) The Chairperson will then take the complaint to the Management Committee, in which they will respond to within fourteen (14) days. Where possible, a mutually agreeable outcome will be sought.
- (c) A record of all complaints and their resolutions will be kept on file, held by the Chairperson.
- (d) If a person makes a complaint about BOSCO Incorporated to any outside authority, s/he is required to advise the Co-ordinator or Management Committee as soon as possible in the interest of the well being of others at the programme.

16.3 The Co-ordinator will keep the Management Committee informed of any verbal complaints received.

16.4 Details of the complaint, including the identity of the complainant, must be kept confidential to those concerned, unless requested otherwise by the complainant.

## **REPORTING A SERIOUS CONCERN TO CHILD YOUTH AND FAMILY:**

Contact Details: All Child Youth and Family Offices  
Open Hours 8.00am – 5.00pm  
0508 FAMILY  
0508 326 459

## **17. BEHAVIOUR MANAGEMENT**

17.1 Refer to page 3, section 6, under “Programme Environment”

## **18. CHILDREN WITH SPECIAL NEEDS**

18.1 Children with special needs will not be excluded from the programme, providing that the Co-ordinator and staff are confident that the child's need's can be catered for without negatively affecting the other children, and also to ensure that the child will benefit from being at the programme.

18.2 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 Co-ordinator's responsibility to ensure that all Staff are fully aware of the child's requirements and that they feel confident to provide the necessary care.

18.3 If the child requires further special aids, for example modified facilities, extra Staff or Staff training, the Co-ordinator will consult with the Management Committee, who will make the final decision. Each case will be considered individually and every effort will be made to include that child within

the limits of the resources of the programme. This will be reviewed on a term to term basis to allow for the needs of the child and/or resources of the programme changing.

## **HEALTH AND SAFETY**

### **19. HEALTH AND SAFETY PRACTICES**

19.1 BOSCO Incorporated will take place in a safe and healthy environment, suitable for the care of children and for the needs of the Staff. At all times the well-being and safety of the children is foremost. All relevant legislation will be adhered to.

### **20. STAFF TRAINING**

20.1 Permanent Staff will be required to undergo the training listed below:

- Induction;
- Health and Safety Levels 1 & 2;
- Behaviour Management Levels 1, 2 & 3;
- Emergency Procedures Levels 1 & 2;
- Recognising and responding to suspected child abuse;
- Comprehensive or Workplace First Aid.

20.2 All Staff will receive written procedures for BOSCO Incorporated health and safety policies.

20.3 All volunteer and casual Staff will be required to undergo induction training and Health & Safety training with the Co-ordinator.

### **21. RISK ANALYSIS**

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

- \* Assessing the risk to Staff and programme participants of all identified hazards, identifying and recording all potential health and safety hazards at the centre and any other venues used;
- \* Putting controls in place to eliminate, minimize or isolate risks, for example, providing safety equipment;
- \* Using healthy and safe work practices, together with Staff training;
- \* Regular inspections by Staff to check that hazards have not changed;
- \* Compliance with all relevant codes of practice and regulations;
- \* Having a sun-safe policy in place which must be followed by children and Staff.

21.2 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.

21.3 Health and safety information will be discussed and minuted at Staff meetings where Staff are informed of all health and safety policies and regulations.

21.4 Weekly Hazard Identification checks will be carried out by the Supervisor, alongside other Staff Members. All children will be notified of these hazards each week verbally when appropriate; it will then be filed in the hazard folder by the Co-ordinator. All records of these hazards will be kept on premises.

21.5 A Safety check will be carried out daily by the Supervisor, and records of this kept on premises.

21.6 A risk assessment will be carried out by the Co-ordinator for any off site visits, or any new activity for all programmes that pose's some degree of risk to either children or Staff involved. All Staff will be required to read the assessment and sign they agree with it. Checks must be done during this assessment to ensure adequate Staff to Child ratios are met depending on the activity or outing etc.

### **22. ACCIDENTS AND INCIDENTS**

- 22.1 A written record will be kept of every accident to children, Staff and visitors. These will be located in the “Accident and Incident” folder, under child’s, Staff or visitors name. The record will be written on the appropriate form (refer to sample forms manual following this policy for a copy). The Co-ordinator will be responsible for ensuring Staff fill these out correctly and that parents/caregivers are notified at the end of each day. All accidents to Staff, children and visitors, including near misses, will be recorded and investigated.
- 22.2 If a “serious harm” occurs, the Co-ordinator will notify Occupational Safety and Health Services (OSH) and the Management Committee as soon as possible and the prescribed accident form submitted to OSH. This will be done within seven (7) days of the injury.
- 22.3 In the event of any accident to children, Staff or visitors, the following procedure will be followed; all first aid will be performed by a trained first aider.
- (a) All Staff must wear disposable gloves when administering first aid.
  - (b) Staff will immediately inform the Co-ordinator or Supervisor.
  - (c) Appropriate first aid will be administered.
  - (d) If a child needs medical attention, parents/caregivers will be contacted to ascertain if they would prefer to take the child themselves or if they would prefer Staff to take the child to the nearest medical centre at the parents/caregivers cost. If parents/caregivers or emergency contacts are unavailable, the child will be taken to the nearest available medical facility by the Co-ordinator or Supervisor at the parents/caregivers cost.
  - (e) If serious injury occurs, parents/caregivers will be notified and an ambulance called.

### **23. FIRST AID**

- 23.1 All Staff Members must have a current first aid qualification (volunteers and relief Staff it would be preferable, but not necessary). Only Staff with a current first aid certificate may carry out first aid.
- 23.2 A first aid kit will be available at all times and will contain a minimum of;
- |                              |   |
|------------------------------|---|
| * Plasters – assorted sizes; | * Conforming bandages – assorted sizes; |
| * Sterile gauze swabs;       | * Non-Stick sterile dressings;          |
| * Triangular bandage;        | * Sterile saline solution 30ml;         |
| * Sterile eye pads;          | * Dettol;                               |
| * Antiseptic wipes;          | * Disposable gloves;                    |
| * Scissors;                  | * Tweezers;                             |
| * Safety pins;               | * Snap lock plastic bags;               |
| * Glad wrap;                 | * First aid manual;                     |
| * Accident Record Book;      | * Sun block;                            |
- 23.3 It is the responsibility of the Co-ordinator to ensure that the first aid kit is maintained and well stocked. This must be checked and re-stocked on a weekly basis by the Co-ordinator or delegated person.
- 23.4 This must be stored away from children at all times, and taken on any outing/excursion/activity away from venue.
- 23.5 All staff must carry bum bags on them at all times with a minor first aid kit in it, as well as walkie talkies to ensure communication with all staff is maintained.

### **24. TOILET FACILITIES**

- 24.1 Children needing to use the toilets may use the Rooms 1-3 toilet block or senior toilet block for older girls requiring further facilities. They must be accompanied by another child, and notify a Staff Member before going and receiving a toilet pass. Children must notify a Staff Member when returned and return pass.

- 24.2 Children using toilets off site must be accompanied by another child and Staff Member. The Staff Member must check toilet for safety first and ensuring clear of public, and stand outside.
- 24.3 Staff may use the Staff toilets of the school, located near the office.
- 24.4 Children will be encouraged to wash their hands after toileting.

## **25. FOOD AND FOOD PREPARATION**

- 25.1 All Staff will be required to have clean hands. Children will be supervised in washing their hands before participating in food preparation and before eating. Liquid soap and clean hand towels will be available next to each sink in multi-purpose room and kitchen. Hand sanitizer will be available next to sign in register, this would preferred to be used by all Staff, children and visitors when entering BOSCO premises, especially during winter months and/or coughing or blowing nose.
- 25.2 The food preparation/kitchen area will be kept clean and only for the purpose of food preparation. It is the responsibility of programme Staff to ensure a clean surface is maintained, as well as tables used for eating on.
- 25.3 All food requiring chilling will be stored in the fridge used for BOSCO purposes only. Dry food will be kept in the cupboard. Both fridge and cupboard will be checked and cleaned on a weekly basis by the Co-ordinator or delegated staff member. All food in both the fridge and cupboard will be checked weekly for use by dates.
- 25.4 Parents/Caregivers are expected to provide sufficient food for their child during BOSCO Incorporated hours (we will not heat/cook food during After School programme) however, we do provide breakfast during the Before School programme and a small afternoon tea during the After School Programme. Where possible, the preparation of breakfast and afternoon teas will be incorporated in the daily programme, for example cooking. All breakfasts and afternoon teas will follow the Ministry of Health nutritional guidelines. Occasionally the children may be treated with biscuits and snack food. We provide water and milk for children to drink during BOSCO Incorporated hours and milo during the winter months. Children have access to drinking water at all times.
- 25.5 Tongs or gloves are to be used when serving food.
- 25.6 Occasionally Staff may give children sweet treats as part of an activity, such as sweets for prizes (unless requested by the parent/caregiver of child to do otherwise).
- 25.7 Parents/Caregivers must disclose in child's enrolment form, of any food allergies or nutritional requirements that their children have.
- 25.8 Staff will not re-heat food due to health and safety guidelines.
- 25.9 Parents/Caregivers are advised to provide a packed "healthy" lunchbox (for all meals, including morning and afternoon teas) for the Holiday Programme.
- 25.10 Children will bring their own packed lunches for any excursion during lunchtime. Bags will be kept in a cool area when not in use to ensure food is kept cool.
- 25.11 Occasionally lunch will be provided by BOSCO Incorporated during the holiday programme. The above procedures will be in place if provided while at venue. If provided while on an excursion e.g. sausage sizzles, food will be transported in a chilly bin and kept in a cool area until needed. Food will be prepared prior to leaving e.g. bread buttered. Food will be cooked thoroughly using a gas bar-be-cue. The Co-ordinator is responsible for ensuring all utensils and things needed will be available. Gloves will be used at all times, and hand sanitizer will be available to ensure children's and staff hands are clean.

## **26. MEDICATION**

- 26.1 Medicine will not be administered unless parents/caregivers have signed a written consent form. This form must include dosage and administering instructions etc. All staff will be made aware of any affect medication may have on a child.
- 26.2 Medication will be administered by the Co-ordinator or Supervisor. When medication is administered, a daily medication form must be signed off by the Co-ordinator or Supervisor and another Staff Member who will be present when medication is administered, parent will also be required to sign when collecting child. Both Co-ordinator or Supervisor and Staff Member present to check medication is swallowed. The Co-ordinator will be responsible for checking medication forms are reviewed prior to programmes beginning.
- 26.3 All medication is to be kept in a secure box in BOSCO's locked cupboard in the kitchen or locked fridge for anti-biotics. All medicine must be labelled, showing child's name and dosage.
- 26.4 Nurofen/Panadol will be available for use by Staff members and/or children with signed permission forms by parent/caregivers only. This will be kept in the above mentioned box. A record book will be required to be filled in and signed by the Staff member requiring this with amount taken and date or medication form for a child.

## **27. ANIMALS**

- 27.1 BOSCO Incorporated has a no pet policy.
- 27.2 If an animal is onsite, the Co-ordinator or Supervisor will notify animal control immediately. Staff will ensure safety of children is maintained and will keep them away until animal is removed by animal control. The Co-ordinator will remind parents of this policy via the newsletter to ensure they don't bring family pets onto the premises.

## **28. CLEANING**

- 28.1 A variety of cleaning products will be maintained to ensure all cleaning practices can be carried out effectively by Staff. All cleaning supplies will be kept in the BOSCO Incorporated storeroom, up high away from children. This will be locked when not in use. Any child in storeroom will be supervised by a Staff member.
- 28.2 Staff will ensure all general cleanliness and tidiness of the multi-purpose room and kitchen is maintained in all of its programmes.
- 28.3 Children will help with the washing up of dishes under the supervision of a Staff Member present. All sharp knives etc will not be touched by the children.
- 28.4 All games/toys must be checked and cleaned at the end of each term for cleanliness and safety. Majority of toys will be cleaned by bleach or washing for pillows and dress ups. The store room will be cleaned completely from top to bottom at the end of each term.
- 28.5 Overall cleaning of all the programmes is the responsibility of the building owners. However programme staff are to ensure premises are left in a tidy condition. During the holiday programme staff need to ensure toilets and bathrooms are cleaned daily, rubbish removed, kitchen cleaned, tables cleaned and floors vacuumed.
- 28.6 Hot water will be accessible to Staff and children (under supervision) for use in cleaning.
- 28.7 All tables and benches must be wiped down thoroughly with disinfectant prior to preparing food or eating. Regularly clean door handles. All ice packs must be cleaned with bleach when contaminated (e.g. direct skin contact/blood) and on a weekly basis.

## **29. UNWELL CHILDREN/STAFF**

- 29.1 If a child becomes unwell during any of the programmes, they will be made as comfortable as possible in the "quiet" corner where they can be constantly observed and the parents/caregivers must

be notified. If a Staff Member becomes unwell during any of the programmes, they will be sent home.

- 29.2 If a child or Staff member has been unwell, in line with Community Public Health guidelines and out of consideration to other children and Staff, children or staff will not be allowed to return to BOSCO Incorporated until 48 hours after any diarrhoea or vomiting has passed. Children will not be able to attend if they have any contagious diseases such as swine flu, impetigo (school sores), chicken pox or, until after infectious stage, or after treatment (for further information on contagious diseases, please notify the Co-ordinator for a copy of contagious diseases chart). Parents/Caregivers will also be advised on enrolment to let Staff know if child is unwell.
- 29.3 If necessary the Co-ordinator or Supervisor will notify an ambulance or take to nearest medical facility if parents/caregivers cannot collect child. If an ambulance is not available or parent/caregiver is unable to collect child, they may be transported via a Staff member's vehicle.
- 29.4 Rooms being used must be well ventilated to avoid other children and Staff getting sick also.
- 29.5 In the event that both the Co-ordinator and Supervisor are away due to sickness, BOSCO Incorporated will close. The Co-ordinator or Chairperson will notify affected parents. BOSCO Incorporated will charge parents 50% of fees fore before or after school programme and 50% of fees up to 3 days for holiday programme if we have to close.
- 29.6 All Staff will be encouraged to have the flu shot available from their doctor each year to help avoid them getting sick. BOSCO Incorporated will pay up to \$25.00 for Staff to receive the flu shot each year, by way of reimbursement upon receipt.

### **30. SMOKE-FREE**

- 30.1 A smoke-free policy will be adhered to at all times within school boundaries for all Programmes.
- 30.2 There is to be no smoking in any areas, outside or inside by Staff, parents or visitors that is accessible to children. Children must not be in view and/or aware of any smokers within their "boundaries".

### **31. SUN SAFETY**

- 31.1 All children will be required to bring and wear a hat and sun-block while outdoors during terms 1 and 4 for both the After School and corresponding Holiday Programmes. BOSCO Incorporated Staff will ensure that sun-block is applied before children are permitted outside during the hours of 10am – 4pm. BOSCO Incorporated will have sun-block on hand for children that don't have their own.
- The sun protection policy is implemented during terms 1 and 4 and corresponding Holiday Programmes;
  - All Staff, children and parents/caregivers are to be informed off the sun protection policy and its intended practices;
  - All children wear a broad brimmed hat when outside;
  - Children not wearing a hat are required to play in allocated shade areas prior to 4pm especially;
  - The use of a broad spectrum SPF 30+ sunscreen is compulsory when outdoors during terms 1 and 4 for both After School and Holiday Programmes. BOSCO Incorporated provides a broad spectrum SPF 30 for use by all children and Staff when swimming or not covered during after school programme, and often during the holiday programme when outside most of the day;
  - The use of sun protected clothing is encouraged e.g. Sleeves and collars;
  - Staff are expected to act as role models by practicing Sun smart behaviours;
  - The sun protection policy is reflected in the planning of all outdoor activities;
  - Outdoor activities whenever practical are to be undertaken under the school sunshade sails or Beckenham park trees;
  - All children are encouraged to leave a hat in the hat box at BOSCO Incorporated for easy access.

# **CHILD PROTECTION**

**BOSCO Incorporated is committed to the recognition and prevention of abuse of children and young people.**

## **32. VISITORS**

- 32.1 All visitors and temporary staff are to be signed in and out of the programme, so that Staff know at all times who is at the programme. This sign in/out notebook will be located next to the daily attendance clip board.
- 32.2 In addition to the general safety policies outlined, Staff will ensure that volunteers and other adults visiting or working at the programmes are well supervised and visible in activities performed with children.

## **33. RESPONDING TO SUSPICIONS OF ABUSE**

- 33.1 All cases of suspected child abuse must be responded to in a manner which best ensures children's immediate and future safety.
- (a) Record when a child tells you of abuse.
    - \* If abuse is suspected, or a child discloses abuse, Staff will record incidents, observations or what the child says on the BOSCO Incorporated incident form and/or staff notebooks to be forwarded to the Co-ordinator.
  - (b) Making a decision
    - \* Believe the child;
    - \* Do not investigate the child;
    - \* Do not question or counsel the alleged offender or child;
    - \* Do not make decisions alone, the Co-ordinator and Management Committee must be informed;
    - \* If your suspicions have not been confirmed as significant, continue to monitor the situation closely in consultation with the Co-ordinator and/or Management Committee.
  - (c) Procedure for reporting
    - \* If you believe the child is in danger of further abuse in the short term, report the matter to Child Youth and Family, or the Police, immediately;
    - \* Any Staff Member has the right to report suspected abuse to the police or child, youth and family services; however no Staff Member should act alone and will advise the Co-ordinator and/or Management Committee.

**\*Section 15 reporting of ill-treatment or neglect of a child of the CYFS act states any person who believes that any child has been or is likely to be harmed (whether physically, emotionally or sexually), ill treated, abused, neglected, or deprived may report the matter to a social worker or a Member of the police.**

- (d) Deciding who will inform parents of your suspicions, or intent to make a report
  - \* When abuse is suspected BOSCO Incorporated will consult and follow the advice of the agencies listed below;
  - \* Decide, after consultation with Child Youth and Family or the Police, who will inform the parents/caregivers and provide support for the family.
- (e) Seek support for yourself
  - \* Following discussion with Staff Members involved, support from within or outside BOSCO Incorporated will be identified and provided.

## **34. RESPONDING TO SUSPICIONS OF ABUSE AGAINST STAFF**

- 34.1 If you Suspect Abuse by a Co-Worker, follow the same procedure as in section 33. Staff and the

Management Committee will act in the best interest of the child concerned and not act to protect the organisation. The Staff member involved will be well supported and treated fairly following full investigation. Staff will be advised to seek independent legal advice. (Refer to full procedure in section 55 page 14).

- 34.2 All Staff members and affected families will be well supported when abuse is suspected and reported. At all times confidentiality will be maintained.

**BOSCO Incorporated supports the roles of statutory agencies, the Police and Child, Youth and Family in the prevention and investigation of child abuse.**

### **35. SAFE TOUCHING**

- 35.1 In making physical contact with children, Staff should be guided by the principle that they will do so only in order to meet the child's physical or emotional needs. Touching should not be initiated to gratify adult needs.
- 35.2 If a child initiates physical contact in the seeking of affection, reassurance or comfort, it is appropriate to respond in a manner suitable for that child's developmental stage and needs.
- 35.3 Staff should ensure that children never touch another child's private parts, also that children are not subjected to unwelcome affection or touching of any kind.
- 35.4 Staff should encourage children to be independent when dressing after swimming.
- 35.5 If checking injury requires the removal of a child's clothing, two Staff Members need to be present. Likewise if a Staff member is required to help change a child.
- 35.6 All Staff will be required to sign a Code of Conduct (Behaviour), which outlines the above and more to ensure the safety of all children.

## **SUPERVISION**

### **36. PROGRAMME SUPERVISION**

- 36.1 The Co-ordinator or Supervisor will always be in attendance at the venue at all times.
- 36.2 BOSCO Incorporated will not employ Staff or have volunteering Staff under the age of seventeen years.
- 36.3 The Staff/child ratio is 1:10 (Staff Member must be seventeen or older) or 1:6 for excursions or 1:4 for any excursions to beach, public pool etc. The ratios will not drop for the school pool, however children under 8 or not confident swimmers will be required to swim in shallow end and there will always be a minimum of two Staff on duty. The Co-ordinator is responsible for ensuring that enough Staff is rostered on so that all children are supervised at all times. Children will be within sight and sound of Staff at all times.
- 36.4 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 (e.g. to go to the toilet). No children will be near a carpark at all. Staff will ensure they are aware of any children playing near the boundaries of BOSCO Incorporated to ensure no child goes outside the boundaries.
- 36.5 Formal attendance checks and head counts will be made regularly and often during the session. If a child is missing, the procedure stated in section 14 page 6 will be followed.
- 36.6 Staff will be expected to position themselves in a way to have a wide view of all children where they can intervene if necessary. They will be required to be aware of all children.
- 36.7 Staff will be required to participate in all activities (including swimming, baking etc.) to encourage children to do likewise and to help maintain supervision. However Staff will not change into swimming togs while children are in the changing rooms. Staff should wear appropriate swimming attire.

- 36.8 Staff will be required to maintain regular contact with the Co-ordinator and/or the Supervisor and other Staff during a session to ensure everyone knows where everyone is.
- 36.9 All Staff have a duty of care to all children until all children are collected by a specified adult or left the programme as per written instructions.

### **37. EXCURSIONS**

- 37.1 Children will not be allowed to participate on an excursion unless parents/caregivers have signed a permission slip. Parents/caregivers 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 via written letter.
- 37.2 The Staff/child ratio on excursions will be 1:6 (Staff will be seventeen or older). Children will be put into groups with one adult whose primary responsibility will be the safety of that group.
- 37.3 Where there is access to a swimming place, the Staff/child ratio will be 1:4 for under 8yrs and 1:6 for over 8yrs at all times by an adult who holds a current first aid and resuscitation certificate. All Staff will be required to be in the pool with the children. A senior staff member won't be in the pool, to help maintain overall supervision and to check toilets for children needing etc.
- 37.4 The Co-ordinator and Supervisor will carry a mobile phone for emergencies on all outings. All other Staff will also carry mobile phones (not to be used for personal calls or texts) to maintain contact with Co-ordinator or Supervisor if their group gets separated. All staff will also carry walkie talkies on them to maintain contact with all staff.
- 37.5 Instructors with recognised qualifications and/or recognized agencies will be used to instruct all high risk outdoor pursuits.
- 37.6 Walks to nearby parks and playground do not require a reduced Staff ratio, but all other excursion safety procedures still apply.
- 37.7 Staff will only allow children to go to the toilet in pairs. If using public toilets, an adult will stand outside. The Staff Member will check the toilets first to check for safety and cleanliness.
- 37.8 A first aid kit and children's emergency information will be taken on excursions.
- 37.9 A risk analysis will be made of all excursions. This will include emergency procedures and Staff responsibilities during emergencies.
- 37.10 A contingency plan will be prepared beforehand for all excursions in case of bad weather.
- 37.11 The children will be organized into a "buddy system" when on walks and will walk double file with at least one adult in the rear and one adult leading. Where there is a road to cross, pedestrian crossings will be used, if they are available. One adult will stand in the middle of the road to ensure traffic is stopped before children begin to cross and will remain there until all children are safely across the road.
- 37.12 Vehicles used to transport children must comply with all mandatory legal requirements. All drivers must hold a current, clean driver's licence. Or as noted in section 15 page 7.
- 37.13 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.
- 37.14 All children will have name tags with their name and BOSCO Incorporated's mobile number on them. If swimming, this information will be written on their arms with permanent marker.
- 37.15 Prior to any excursion a Risk Management will be completed by the Co-ordinator, this check will list all possible causes that could go wrong and preventions put in place to avoid anything happening. All Staff will be required to sign this to acknowledge they understand what is expected of them. This check will also ensure appropriate Staff to Child ratios are maintained for the outing/activity.

# **EMERGENCIES**

*All staff and volunteers are trained in fire, earthquake drills and other emergency procedures.*

## **38. EMERGENCY AND DISASTER PROCEDURE (PHYSICAL)**

- 38.1 In the event of a fire, the fire alarm will be turned on and left to ring continuously. The fire extinguisher is to be used only when all the children have been safely evacuated. The Co-ordinator will contact the fire brigade if it can be done safely, and after all children are accounted for.
- 38.2 Staff will supervise the children's evacuation in a calm and orderly manner, using the quickest and safest escape route.
- 38.3 Assembly point is in Beckenham Park for all programmes (including Before, After school and Holiday programme).
- 38.4 Co-ordinator (or acting Supervisor) is to collect roll book, emergency contacts and emergency survival kit and designate a Staff Member to check that the toilets, hall, playground areas, kitchen and multi-purpose rooms are evacuated. Also that water, gas and power are turned off (when safe to do so). All Staff are made aware on induction what area they are responsible for in an emergency. Copies of emergency procedures are located near the door; a diagram will also be located next to written procedures including emergency exits marked. This will be regularly explained to children.
- 38.5 The Co-ordinator will check off the names of the children against the attendance register and visitor note book to ensure all children, visitors and Staff are accounted for. The Attendance register and visitor sign in notebook must be in easy access of the Co-ordinator at all times.
- 38.6 Children will assemble in two rows and remain seated until instructed otherwise.
- 38.7 All Staff will be trained in fire, earthquake drills and other emergency procedures, and know the location of fire alarms and extinguisher's, and have current first aid certificates.
- 38.8 Upon an earthquake tremor, all children are to seek shelter under tables (head in lap) or in doorways, bracing themselves. If outside, move to the middle of Beckenham Park, or where available away from trees/power lines glass etc if on an excursion. When tremor ceases, follow evacuation procedure as above. Staff will assist.
- 38.9 Co-ordinator will notify the local fire department seven days before a practice fire drill.
- 38.10 Evacuation drills will be performed at least once a term for Before and After School Programmes and once per fortnight for Holiday Programmes. Records of each drill will be kept including date of drill and name of Staff members participating in drill and their role. The signal for a drill is the whistle blown 3 times.
- 38.11 In the event BOSCO Incorporated becomes affected by a storm (high winds) during programme hours, Staff will open a window on the side away from the wind and close all curtains. Staff will ensure all children stay away from doors and windows and shelter children in middle of venue. After storm, Staff will ensure all children are collected.
- 38.12 In the event BOSCO Incorporated becomes affected by flooding, Staff will ensure children are kept calm and dry as much as possible. All items will be as high as possible of the floor.
- 38.13 Once emergency is over and appropriate people contacted, Staff will bring children back inside, providing it is safe. If building is not safe, parents will be notified to come and collect children or taken to nearest civil defence post (Beckenham School Hall) where Staff Members will stay with children until collected. The Co-ordinator will contact parents/caregivers if venue is not likely to reopen as usual and either notify of temporary venue or closure. All Staff will be given rolls to carry out, e.g. designated first aider, keeping children occupied, feeding and water for children and staff. The Co-ordinator will maintain contact with the insurance company to ensure replacement of equipment happens as soon as possible.

- 38.14 In the event the School is closed for any reason including e.g. earthquake/snow/flooding, sickness etc., BOSCO Incorporated will not open; the school will contact the Co-ordinator who will notify the Chairperson and other staff. If during holiday periods BOSCO Incorporated closes the Co-ordinator and/or Chairperson will ensure all parents and staff are aware of closure.
- 38.15 An emergency contact list will be maintained by the Co-ordinator and readily available for all Staff, including, Staff and emergency contact details, Management details, school principal details, medical centre etc.
- 38.16 The Co-ordinator will ensure an emergency kit is maintained and located at the door each session.

### **39. EMERGENCY AND DISASTER PROCEDURE (PERSONAL)**

- 39.1 In the event of a death of either a child or staff member either onsite or off, all Staff will remain calm and help keep children calm. Staff and Management will work closely with the school and or Trauma Support team to ensure the best interests of children are met, Staff will not advise children of a death unless instructed to do so and will be well supported by the Management Committee. Support will be available for all Staff afterwards.
- 39.2 In the event that the Co-ordinator is unavailable to open the program, the Assistant Co-ordinator will have the necessary keys and access codes to ensure that the program continues to run as normal.

## **STAFF AND MANAGEMENT**

### **40. MANAGEMENT COMMITTEE**

- 40.1 BOSCO Incorporated is managed by a voluntary committee of parents/caregivers past and present.
- 40.2 BOSCO Incorporated is an Incorporated Society and has Charitable Status and the Management Committee is responsible for the overall management of BOSCO Incorporated in terms of the Rules document, a copy of which follows this Policy document.
- 40.3 All Members of BOSCO Incorporated Management Committee must complete a police vet before being accepted on the committee in any role, and be re-vetted every two years.
- 40.4 The Management Committee will work with the Co-ordinator to ensure that policies and procedures are appropriately written and maintained. Any policy issues will be dealt with at the monthly meeting of the Management Committee. A copy of the Policy will be kept on the premises at all times for reference by Staff and will be made available to concerned parties, at their request. It is also available on our website.
- 40.5 The BOSCO Incorporated Management Committee and Co-ordinator meet monthly and interested parents/caregivers are welcome and encouraged to attend these meetings. Please contact the Co-ordinator for further information in regards to date, time etc.

### **41. PROGRAMME MANAGEMENT**

- 40.1 Overall supervision of the programme is the responsibility of the Co-ordinator in association with the Supervisor (who will both be 20 years or over) who reports directly to the Management Committee.

### **42. RECRUITMENT**

- 42.1 No person under the age of seventeen will be employed by BOSCO Incorporated.
- 42.2 For detailed position descriptions for all Staff and Management Committee Members refer to sample forms manual following this policy.
- 42.3 The selection and recruitment of Staff is the responsibility of the Chairperson in consultation with the Co-ordinator. All Staff (regardless of paid or voluntary) will be recruited according to the following procedure:

- (a) Workers should have at least a basic knowledge in the following areas:
  - \* Child Development;
  - \* Recreation/Play;
  - \* Effective Communication;
  - \* Conflict Resolution (with children);
  - \* Relevant childcare qualifications or experience and training;
  - \* Demonstrate a high level of maturity.
- (b) All positions will be advertised and a shortlist of applicants drawn up for interviewing. All interested applicants will be sent an application form and position description from the Co-ordinator. All interested applicants must fill in an application form and provide a copy of their curriculum vitae and cover letter prior to an interview. Following this, applicants will be interviewed by the Chairperson, the Co-ordinator and if required the Supervisor. The interview will consist of a stated set of questions (copy of which is available in the sample forms and templates manual). Copies of successful applicants curriculum vitae's, interview records and all reference checks will be kept on Staff Members file, unsuccessful applicants will have all records destroyed.
- (c) All applicants will be required to provide the names of at least two work related referees. It is Co-ordinator's responsibility to contact the referees for verification of the applicant's experience and suitability to work with children. All reference checks must be undertaken within the framework of the Privacy Act 1993.
- (d) Applicants will be informed of the Committee's decision in writing, email or by phone whether successful or not.
- (e) Offers of employment will not be finalised until a police vet has been confirmed, referees contacted and all employment documents are signed. Documents include employment agreement, position description, code of conduct, employee details form, tax code declaration form and kiwisaver enrolment forms.

### **43. POLICE VETTING**

43.1 All Staff, including volunteers, and Management Committee must:

- (a) Release details of their police record to the Management Committee. No persons with a conviction for sexual crimes or crimes of violence against another person may be employed at the Programme. Details of their personal information held by the Police Licensing and Vetting Centre will be sought and provided to the Management Committee.
- (b) Be re-vetted every two years.
- (c) Police Vets will be maintained on employees file. Management Committee, OSCAR Assessors, Child, Youth and Family, lawyers and any other relevant parties will have access to view completed Police Vets, as agreed to in writing on Staff members "employee details" form.

### **44. EMPLOYMENT AGREEMENTS**

44.1 Staff will be provided with an employment agreement. This will clearly state the following:

- \*Names of both the employer and the employee.
- \*A description of the work
- \*Commencement date of employment
- \*Hourly wage and when and how payments will be made.
- \*Hours of work

44.2 Both parties will have a copy of this. A copy will be maintained on employees file. It will be signed by both the employee and the Chairperson on behalf of BOSCO Incorporated. Employees are advised to seek advice if they have questions regarding their employment agreement.

- 44.3 Volunteers will be expected to sign an agreement of service and undergo all procedures as listed previously.

#### **45. JOB DESCRIPTIONS**

- 45.1 Staff will be provided with a full job description that clearly states tasks and responsibilities, skills, certification and standards required.
- 45.2 Staff will be asked during appraisals if they feel their job description needs to be changed. It is the responsibility of the Co-ordinator to ensure these adequately reflect the nature of the job. If the Co-ordinator feels any changes should be made these will be notified to the Management Committee for approval.

#### **46. CODE OF BEHAVIOUR (CONDUCT)**

- 46.1 All Staff, Management Committee and volunteers will be provided with a code of conduct document, which outlines appropriate behaviour, supervision, discipline, and the prevention, detection and reporting of child abuse. (Please refer to this document for further information). This must be signed by all Staff prior to employment.
- 46.2 Training is provided to all Staff in recognising and responding to suspected child abuse. A copy of Child Protection Services "How can I Tell?" will also be provided to all Staff at time of employment. Staff will also receive a flow chart on responding to suspicions of abuse.
- 46.3 Staff are guided in keeping their personal and professional lives separated and to maintain an acceptable professional distance.

#### **47. TRAINING AND SUPERVISION**

- 47.1 New Staff Members will undergo induction training with the Co-ordinator and/or Supervisor. This will be arranged prior to employment outside programme hours. Constant support and supervision will be given to new, young or less-experienced staff to ensure they receive the help they need. This will also help the Co-ordinator and Supervisor to easily identify any training needs. This includes a monthly 1 on 1 to address any issues from the previous month.
- 47.2 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.
- 47.3 The Co-ordinator is responsible for ensuring that all Staff, including volunteers, are sufficiently trained in emergency procedures, child protection, health and safety, behaviour management and all centre policies as well as undergo an induction training, to ensure the safety of the children at all times. They will also ensure all Staff including themselves are sufficiently trained in first aid and hold a current first aid certificate. New, young or less-experienced Staff will receive adequate support and supervision. All references to training will be held on Staff Members files.

#### **48. PERFORMANCE APPRAISALS**

- 48.1 Appraisals of each Staff member will be the responsibility of the Co-ordinator. Performance appraisals will be carried out near the end of terms 2 and 4 for each Staff Member, with the sole intention being to increase awareness of their performance and to ensure a high standard of care in the programme. The Co-ordinator will also have an appraisal near the end of terms 2 and 4; this will be the responsibility of the Chairperson.
- 48.2 The appraisal will be based on the Staff members job description and will establish individual and group strengths and identify areas for personal development. It will consist of a self-appraisal (done prior to appraisal) and an interview with the Co-ordinator or Chairperson. Objectives will be set for the next term of employment. All appraisals will be confidential. An overall report will be written and if required, followed up with a corrective action plan. Appraisals must be noted to the Management Committee at the next meeting and copies given to Chairperson for Employees file, and any issues followed up on. Copies also need to be kept in appraisal file for easy reference at next appraisal.

## **49 GRIEVANCE AND COMPLAINTS**

- 49.1 The Management Committee 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 performance and a time frame in which this is to occur. If there is not sufficient improvement, the Staff Member may be dismissed.
- 49.2 Staff may be suspended on full pay pending further investigation if they are accused of:
- \* Striking or sexually abusing a child
  - \* Failing to observe programme rules leading to a child being injured or placed in serious danger

If the complaint is upheld, the Staff Member may be dismissed. Following a dismissal of this nature, the Management Committee, in consultation with the Co-ordinator, will prepare a follow up report recommending any changes needed to avoid the situation recurring.

- 49.3 Staff complaints against other Staff Members must be referred to the Co-ordinator and/or the Chairperson. If no agreement can be reached, the complaint will be taken to the Management Committee. The Management Committee will be informed of any serious complaints involving Staff. If it is clearly inappropriate to approach the Co-ordinator, Staff may contact the Chairperson of the Management Committee. Staff grievances against the Management Committee will be resolved in accordance with the provisions of the Employment Contracts Act 1991.
- 49.4 More detailed information on this will be notified to Staff through their individual Employment Agreements.

## **50. VOLUNTEERS**

- 50.1 Supervision of volunteers is the responsibility of the Co-ordinator and Supervisor. 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.

## **51. STAFF AND VOLUNTEERS**

- 51.1 The programme 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.
- 51.2 All Staff have a responsibility of care that continues until the last child has been collected.
- 51.3 In the event a temporary Staff member is required. The Co-ordinator Supervisor will contact an employment agency and organise one. A current police vet of the temporary Staff member will be requested by the Co-ordinator or Supervisor.

## **52. STAFF WISHING TO ENROL OWN CHILD/REN**

- 51.1 Any preschool age child of any Staff member, including relievers and volunteers, must be aged four (4) or over.
- 52.2 The child must be able to take directions from other staff members and follow all aspects of the programme. The child must not rely on the parent for any assistance (e.g. toileting). Any child and/or relative of a Staff member must not be shown favouritism by the Staff member and/or other Staff members. Any behavioural issues or accidents must be referred to another Staff member (i.e. Staff member must not get involved with any behavioural methods or do first aid).
- 52.3 The parent must have an alternative plan in the event the child gets sick/hurt during operating hours (i.e. cannot leave premises in the event the child gets hurt).

- 52.4 Normal enrolment procedures will occur. ½ fees are applied for any permanent Staff member with a child, unless entitled to Work and Income subsidy, which ever is cheaper for Staff Member.
- 52.5 Child is to be counted in Staff to Child ratios (however not when requesting funding, unless they are a school age child).

## **BUILDINGS AND FACILITIES**

### **53. BUILDINGS AND FACILITIES**

- 53.1 BOSCO Incorporated uses facilities provided by Beckenham School for all its programmes. It is the responsibility of the owners to ensure that the building has a current warrant of fitness and that it complies with other relevant fire and safety requirements. The final responsibility lies with the owner of the building however the Co-ordinator will liaise between the owner and the Management Committee in the event of any problem.
- 53.2 The cleaning of the programmes is provided by the owner, however the Co-ordinator will ensure premises are tidy when leaving. The general cleaning of the holiday programme will be done by programme staff.
- 53.3 The Co-ordinator will notify the owner of any identified hazards, breakages or maintenance issues.
- 53.3 The boundaries mentioned in our hire agreements will be clearly explained to children.

### **54. PHONE ACCESS**

- 54.1 The Co-ordinator and Supervisor will both have access to a mobile phone which must be carried on them at all times. This is for the use in an emergency, to contact parents, and for parents to contact the Co-ordinator or Supervisor during business hours.
- 54.2 In the event that the mobile has no coverage or battery run's out, the school phone may be used, which is located in the school office.
- 54.3 No excursion will be organised where mobile coverage and/or land line is unavailable.
- 54.4 Under no circumstances are Staff to make personal calls or texts during work hours, however should have phones on them in the event of an emergency to maintain contact with Co-ordinator.

## **RECORD KEEPING**

### **55. CONFIDENTIALITY**

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

- 55.1 All forms, such as enrolment and Staff application or information forms, state why information is collected and what will be done with the information. No information is shared except with the owner's permission or as required by legislation. All files holding confidential information will be kept away from the access of unauthorized persons however will be available for authorized parents/caregivers, Staff and management to check for accuracy at all times
- 55.2 All personal information shared in discussions between Staff is to remain confidential unless legally required. Confidentiality will only be breached if there is a perceived harm.
- 55.3 All sensitive and personal conversations including telephone conversations shall be held discreetly and in private.

### **56. RECORD KEEPING**

- 56.1 All enrolments are updated yearly.

- 56.2 Parents are to be notified regularly via newsletter to keep their files updated.
- 56.3 All enrolment forms are to be kept on site in a locked cupboard. All Staff personnel files are to be kept secure off site.
- 56.4 Attendance records must be kept; including a sign in and out system to ensure that in the case of an emergency the programme has an accurate record of children at the programme.

## **FINANCE**

***The programme will be run in a manner which keeps control of day to day finances and shows accountability to the Management Committee, families who use the programme and the community.***

### **57. FEES**

- 57.1 Fees are to be kept to a minimum to allow access to BOSCO Incorporated by children from families with a range of incomes and circumstances.
- 57.2 Fees may be paid by the day, week or fortnight and may be paid in advance. Full fees apply for any notified and un notified absences. A fee will also incur if Staff are not notified of an absence.
- 57.3 On an enrolment parents will be asked to sign a contract allowing BOSCO Incorporated to contact Baycorp to retrieve any unpaid fees. This contract also makes parent/caregivers accountable for the 25% fee incurred for collection costs. It will be required to be signed by both parents/caregivers if in a shared custody arrangement or similar.
- 57.4 If fees remain unpaid for one month, the Management Committee will be notified. A written letter advising of impending referral to Baycorp will be sent. If account still remains unpaid for a further two weeks and no contact or payment arrangement has been entered into, the account will be forwarded to Baycorp with a 25% administration fee added. Removal from the programme may occur. In this event, the parent/caregiver will be notified firstly in writing. Non-payment of fees puts the operation of BOSCO Incorporated at risk.
- 57.5 Parents/caregivers will be invoiced weekly for any fees or charges incurred during previous week. A statement of account will be sent monthly. These and any receipts will be located in the file box next to attendance register or emailed or posted as requested on enrolment form.
- 57.6 All payments will be recorded weekly on to each child's account by the Co-ordinator.
- 57.7 If a parent/caregiver wishes to appeal the full payment of fees (current or outstanding) due to financial hardship or other special circumstances, they must submit a written request to the Co-ordinator or Treasurer. Any appeals will be presented to the Management Committee for consideration.
- 57.8 If an account remains unpaid and the parent/caregiver is entitled to a Work and Income subsidy, the Co-ordinator will contact Work and Income for further information to try and recover fees, however the account remains the responsibility of the parent/caregiver and the above debt management policy will still apply.
- 57.9 Any permanent Staff member with a child/ren attending BOSCO Incorporated will pay ½ fees, or full fees if entitled to Work and Income subsidy. Accounts will remain current otherwise the discounted rate will be suspended immediately.
- 57.10 Fees for the Before and After School Programmes will be charged at 50% to clients who normally attend, or are booked in for, the days affected by an unexpected closure. Fees for the Holiday Programme will be charged at 50% up to a maximum of three days, to the clients who are booked in for, the days affected by an unexpected closure.

## **58. RECEIPTING AND BANKING**

- 58.1 Manual payments should be received by the Co-ordinator or Supervisor who will place payment in an envelope with the receipt number, date, child's name, and amount on it, the envelope will then be placed in the locked money box. Any cheques will be stamped "non transferable" on receipt.
- 58.2 Payments may be made by direct credit to the BOSCO Incorporated account if the parent/caregiver prefers details of which the Co-ordinator or Treasurer will have. These payments will be recorded on the monthly statement as well as payments made by Work and Income.
- 58.3 The Co-ordinator will bank the money at least once a week from the money box. All details off the envelope will be noted into Cash Manager, as well as having the Deposit Book stamped by the bank teller.
- 58.4 Monthly reconciliations will be performed by the Co-ordinator and then the Treasurer. This will be noted to the Management Committee and variances will be followed on a timely basis.

## **59. ACCOUNTS/CHEQUES**

- 59.1 The Co-ordinator will record and action all income and expenses into Cash Manager each week.
- 59.2 Accounts of more that \$250 will be presented to the Management Committee for authorisation. All other invoices will be paid by the due date specified.
- 59.3 The Chairperson, Treasurer and the Co-ordinator will be signatories on all cheque accounts and will also have access to internet banking. Dual signatures will be required. Any additional purchases made by Co-ordinator that are not on account or cannot be paid by cheque/eftpos will be reimbursed in the next pay period on presentation of receipt.
- 59.4 BOSCO Incorporated will maintain at least three (3) accounts. One for all income and expenses relating to all programmes, a savings account and a third for petty cash.
- 59.5 No cheque will be pre-signed under any circumstances.
- 59.6 A copy of all receipts and/or invoices will be maintained for seven (7) years as per Inland Revenue requirements.
- 59.7 All invoices and receipts issued by BOSCO Incorporated will be recorded with our GST number.
- 59.8 All payments must be tracked through the bank statements, receipts or petty cash records. No unauthorised cash withdrawals to be made by staff members or committee members.
- 59.9 Any cheques written will be stamped "non transferable" before being sent or presented.

## **60. ACCOUNTING SYSTEMS**

- 60.1 BOSCO Incorporated uses ACE payroll for all payroll duties including payment of PAYE and Kiwisaver contributions etc.
- 60.2 BOSCO Incorporated uses Cash Manager for all other accounting uses. Including all Treasurer's reports, invoicing, GST payments etc.

## **61. FINANCIAL AUDITS**

- 61.1 BOSCO Incorporated accounts are audited at the end of each financial year by an accredited auditor as chosen by the Management Committee at the AGM.
- 61.2 It is the responsibility of the Treasurer and Co-ordinator to prepare all accounts and relevant paperwork etc. for them to be audited.

## **62. BUDGETS/REPORTS**

- 62.1 The Co-ordinator will be required to prepare income and expense budgets for each programme which will then be presented to the Management Committee and a copy given to the Treasurer. The Co-ordinator will also be required to prepare a monthly report for the Management Committee.
- 62.2 The Treasurer will be required to prepare annual income and expense budgets at the beginning of each financial period. They will also be required to present to the Management Committee a finance report each month advising of current bank balances, outgoing expenses and incoming payments. Any variance will be timely explained.
- 62.3 The Co-ordinator will be required to provide an actual vs budget report after each Term and Holiday Programme based on the budget, to ensure the on-going viability of all programmes. The Treasurer will be required to provide an actual vs budget report at the end of each financial year.
- 62.4 The Management Committee must approve all policy, financial reports and budgets, monitor expenditure and set limits on how much spending can be delegated.
- 62.5 All outgoing expenses must be accounted for by either invoice and/or receipts and filed accordingly.

### **63. PETTY CASH**

- 63.1 A petty cash allowance will be available to the Co-ordinator and the Supervisor for day to day use. This will be done by petty cash limit transferred to the EFTPOS cards from the Treasurer at the end of each fortnight period. Amounts over this allowance must be approved by and obtained through the Management Committee. The Co-ordinator and Supervisor must keep a record of money spent by providing receipts and filling in the petty cash book for Treasurer to sign off each fortnight. If for some reason EFTPOS is not available, cash may be withdrawn, but all receipts relating to this must be provided.

*This Policy and Procedure document has been updated in line with BOSCO Incorporated Policy guidelines as well as OSCAR and Child, Youth and Family requirements. It has been presented to the Management Committee for reviewing and has been accepted as reasonable.*

*Chairperson* \_\_\_\_\_

*Co-ordinator* \_\_\_\_\_

*Updated September 2011*