CONSCIOUS KIDS Policies and Procedures

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Table of Contents

[CONSCIOUS KIDS Child Centred Policy 4](#_Toc512429082)

[Programme philosophy 4](#_Toc512429083)

[Child-centred services 4](#_Toc512429084)

[Programming policy 5](#_Toc512429085)

[CONSCIOUS KIDS Child Wellbeing 7](#_Toc512429086)

[Child Protection Policy 7](#_Toc512429087)

[CONSCIOUS KIDS Behaviour guidance 13](#_Toc512429088)

[Code of conduct 13](#_Toc512429089)

[CONSCIOUS KIDS Staffing Policy 16](#_Toc512429090)

[Legislation 16](#_Toc512429091)

[Staff recruitment and appointment of staff 16](#_Toc512429092)

[Vetting and safety checking 16](#_Toc512429093)

[Staff induction and support 17](#_Toc512429094)

[Staff training and professional development 18](#_Toc512429095)

[Resolving staff complaints and concerns 18](#_Toc512429096)

[CONSCIOUS KIDS Health & Safety Policy 20](#_Toc512429097)

[Introduction 20](#_Toc512429098)

[Programme safety procedures 20](#_Toc512429099)

[Staff induction, participation and training in health and safety 21](#_Toc512429100)

[Programme attendance and supervision 22](#_Toc512429101)

[Excursions 25](#_Toc512429102)

[Accidents and First Aid 25](#_Toc512429103)

[Health and Wellbeing Policy 26](#_Toc512429104)

[Illness Policy 26](#_Toc512429105)

[Medication Policy (See also Appendix D: Sample Medication Consent Form) 27](#_Toc512429106)

[Sun Safety 28](#_Toc512429107)

[Business continuity & disaster recovery 30](#_Toc512429108)

[Risk Assessment and Business Impact Analysis 30](#_Toc512429109)

[Recovery of Operations 32](#_Toc512429110)

[Emergency procedures 33](#_Toc512429111)

[Wet Weather Policy 33](#_Toc512429112)

[Alternative Venue 33](#_Toc512429113)

[Alarm/signals 33](#_Toc512429114)

[Staff responsibilities in an emergency 33](#_Toc512429115)

[Escalation and communication 34](#_Toc512429116)

[Communication unavailability 34](#_Toc512429117)

[Evacuation assembly point 34](#_Toc512429118)

[Evacuation Drills 35](#_Toc512429119)

[Civil defence 35](#_Toc512429120)

[Earthquake 36](#_Toc512429121)

[Fire 36](#_Toc512429122)

[Tsunami 37](#_Toc512429123)

[Tornado 37](#_Toc512429124)

[Other external conditions 37](#_Toc512429125)

[CONSCIOUS KIDS Service operation and management 38](#_Toc512429126)

[Programme hours 38](#_Toc512429127)

[Enrolment 38](#_Toc512429128)

[Children with special needs 38](#_Toc512429129)

[Management Structure / Governance 38](#_Toc512429130)

[Record-keeping and privacy 39](#_Toc512429131)

[Insurance 39](#_Toc512429132)

[Financial management 39](#_Toc512429133)

[Programme policy accessibility 41](#_Toc512429134)

[Complaints 41](#_Toc512429135)

[Appendix 43](#_Toc512429136)

[Appendix A: Information provided post-enrolment for parents 43](#_Toc512429137)

[Appendix B: Abuse Reporting Form 45](#_Toc512429138)

[Appendix C: Staff Code of Conduct 46](#_Toc512429139)

[Appendix D: Medication Consent form 50](#_Toc512429140)

[Appendix E: Sample Enrollment Form (Provided during online enrollment process) 51](#_Toc512429141)

[Appendix F: Medication Consent Form 53](#_Toc512429142)

# CONSCIOUS KIDS Child Centred Policy

## Programme philosophy

Conscious Kids provides 100% nature based programme that gets Kiwi kids outside, developing social competence in mixed aged groups, self-confidence in their problem-solving abilities, and awareness and sensitivity to the environment through unstructured/ free play in Nature.

**“Teaching children about the natural world should be seen as the most important events in their lives.’ Thomas Berry**

Children have the opportunity to make their own choices and follow their own interests and curiosities within a framework of respect for those around them and the environment. The day is spent outdoors, either exploring amongst the trees, sitting and whittling sticks, or perhaps making small fires with magnifying glasses. We like to think of it as an antidote to the fast-paced technology filled world many children now inhabit.

## Child-centred services

Conscious Kids is committed to offering a child-centred service where the needs and best interests of children are the first and foremost considerations. Conscious Kids aim to be responsive to the diverse and changing needs of the children and families in our community.

Conscious Kids programmes aim to provide a safe and welcoming environment where children can be comfortable in their identity and confident in their culture. Conscious Kids extends the same welcome to parents and whanau and is committed to providing an environment that is free from harassment, bullying and discrimination.

Conscious Kids takes opportunities to speak with parents/whanau about the care of their children, actively seeking information from parents/whanau about any special needs or disabilities and consulting over strategies and resources that might help us to work well with their children. Information will be collected online on the enrolment form, or through staff discussions with parents/whanau. (See also Important Information For Parents; Appendix A)

All parents have the opportunity to discuss specific cultural needs and preferences at enrolment and to record relevant information on our online enrolment form.

Conscious Kids management evaluates the entire programme after each term and reports the feedback and response to the Conscious Kids Directors.

Conscious Kids staff regularly seek opinions, feedback and ideas from children, to contribute to future programme planning.

Conscious Kids believes in the concept of 'Democratic Education' and so children and adults will work together to facilitate the smooth running of the programme.

At the beginning of each day children and adults will work together to formulate a set of rules and boundaries for the programme. Some rules will be preset by Conscious Kids e.g. physical boundaries, and others will be formed through discussion with the children e.g. tackling or not tackling in Bullrush.

The core unshakable rules of any Conscious Kids programme are:

* + Have fun
	+ We respect ourselves and others
	+ We respect the equipment and environment
	+ We respect others play
	+ Never go outside the boundary (without an adult)

All children must to understand and agree to the rules.
If situations arise throughout the programme where the need for new rules is identified, the group will come together and add to the contract. All children and adults will have the right to propose new rules or additions to the rules.

When conflicts arise children will be encouraged to resolve the situation themselves. Adults may provide guidance to facilitate this process. At no time will any adult enforce punitive discipline such as physical punishment, isolation from the group or the use of demeaning language.

## Programming policy

Conscious Kids aims to ensure that:

* The focus of the programme is fun and enjoyment
* Children feel safe and empowered
* Children develop self-reliance and independence
* Opportunities are provide for children to develop a positive sense of themselves
* All children of all ability levels can participate in a range of activities
* Children are treated fairly, with dignity and respect
* The cultures and beliefs of all children and their families / whanau are respected

The activities are initiated and developed by the kids – staff is a facilitator and enhancer of the kids’ self-directed play.

The programme will include a range of activities:

* Beach/park clean-up and other environmental activities
* Bush walking and natural exploration of the local environment
* Child-directed use of art and craft materials
* Organised sport or active group games
* Organised group quiet game or activity
* Child-initiated use of equipment

As programme activities are completed, Conscious Kids will also share photos, video, samples of art work etc. – at the programme and on-line (as per Conscious Kids terms and conditions).

Adequate and safe facilities will be provided for the range of activities. Where necessary, staff will limit group sizes or the age of participants. Any specific supervision requirements will be determined prior to the activity. Parent consent will be required for activities with a higher than usual level of risk e.g. swimming (directly on our online enrolment form) .

Conscious Kids does not transport children from the programme location. All activities and excursions occur within walking distance to the programme facility.

Staff will be encouraged to contribute to the programme in areas where they have special interests or strengths e.g. sports, art, music, cooking etc.

In responding to the needs of children staff will:

* adapt activities to suit different/mixed ability levels, as well as particular circumstances when the activity is offered – time of day, weather, behaviour of participants etc.
* allow child flexibility in how and when they participate in any activity
* encourage children to try new and unfamiliar activities, and to persist with completing what they have started, but staff will not pressure or punish children who choose not to participate

All staff are involved, through regular staff meetings in reviews that will include programme content & delivery, selected policies/procedures, incidents and any other issues of concern. Staff will also regularly review how the programme is meeting children’s needs. Staff comments and views will be recorded in the meeting notes, as well as any agreed outcomes.

# CONSCIOUS KIDS Child Wellbeing

## Child Protection Policy

The well-being and safety of children and young people is a paramount concern of CONSCIOUS KIDS Programmes.

Conscious Kids staff and management are committed to responding to concerns about the safety and wellbeing of children and recognise that this may have consequences for the status and reputation of the organisation, management and staff. However, the interest and welfare of the child or young person will be the primary consideration when any action is taken about suspected abuse.

CONSCIOUS KIDS will not tolerate abusive behaviour of any kind and will promote a culture of child protection by making these policies visible to parents and the community - including in enrolment information and notice boards.

CONSCIOUS KIDS supports the roles of statutory agencies (the Police; Oranga Tamariki) and will consult with them when necessary.

The Vulnerable Children Act 2014 requires a rigorous process for screening staff who work with children. CONSCIOUS KIDS complies with this Act, in order safeguard the programme from inappropriate persons. This is further outlined in the Staffing Policy.

**Purpose** This policy guides the actions of the organisation whenever there is a concern about the abuse or mistreatment of children. This includes recording concerns, responding if a child discloses abuse, suspected abuse by staff and suspected abuse between children.

 This policy applies to all staff, including part-time or temporary roles, volunteers and contractors.

**1. Definitions**

Child abuse refers to the harming (whether physically, emotionally or sexually), ill treatment, abuse, neglect, or serious deprivation of any child/tamariki, young person/rangatahi (Section 14B Children, Young Persons, and Their Families Act 1989).

*Physical abuse* - any acts that may result in physical harm of a child or young person.

*Sexual abuse* - any acts that involve forcing or enticing a child to take part in sexual activities, whether or not they are aware of what is happening.

*Emotional abuse* - any act or omission that results in adverse or impaired psychological, social, intellectual and emotional functioning or development.

*Neglect* - the persistent failure to meet a child’s basic physical or psychological needs, leading to adverse or impaired physical or emotional functioning or development.

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

**2. Training**

This organisation is committed to maintaining and increasing staff awareness of how to prevent, recognise and respond to abuse through appropriate training. Staff are expected to act at all times within their level of experience and training, and to consult with the programme supervisor about any concerns.

As part of their induction, new staff are explained:

* the programme policy and commitment to child protection
* procedures for supervising children and minimising the risk of an allegation of inappropriate behaviour
* what to do if abusive behaviour is observed
* the process for reporting any concerns
* how to respond to a disclosure of abuse

There will be annual in-house training about the child protection policy and appropriate external training will be accessed whenever possible – with priority given to permanent and senior staff members.

**3. Identifying child abuse and neglect**

All staff will be made aware of the signs of potential abuse of neglect (see below) and will always consider all available information before taking any action e.g. behavioural concerns may be the result of life events, such as divorce, accidental injury, the arrival of a new sibling etc.

Staff members are not expected to reach any conclusions about whether abuse or neglect is occurring, or what form it may be taking. They are expected to recognise and consult when something is wrong, if a pattern is noticed or several signs together cause concern.

**Some signs of potential abuse / neglect**

* Physical signs of abuse: unexplained injuries, burns, fractures, unusual or excessive itching, genital injuries, sexually transmitted diseases. Neglect: looking rough and uncared for, dirty, without appropriate clothing, underweight
* Medical neglect (e.g. persistent nappy rash or skin disorders or other untreated medical issues).
* Developmental delays (e.g. small for their age, cognitive delays, falling behind in school, poor speech and social skills).
* Emotional abuse/neglect (e.g. sleep problems, low self-esteem, obsessive behaviour, inability to cope in social situations, sadness/loneliness and evidence of self-harm).
* Behavioural concerns (e.g. age- inappropriate sexual interest or play, fear of a certain person or place, eating disorders/substance abuse, disengagement/neediness, aggression).
* The child talking about things that indicate abuse (sometimes called an allegation or disclosure).
* Neglectful supervision (e.g. out and about unsupervised, left alone, no safe home to return to).

**4. Responding to child abuse**

*Under sections 15 and 16 of the Children, Young Persons, and Their Families Act 1989, any person who believes that a child has been or is likely to be, harmed physically, emotionally or sexually or ill-treated, abused, neglected or deprived may report the matter to Oranga Tamariki or the Police and provided the report is made in good faith, no civil, criminal or disciplinary proceedings may be brought against them.*

CONSCIOUS KIDS will act on recommendations made by statutory agencies concerning the reporting of suspected abuse. Staff will only consult with or inform families about any suspected or actual abuse, after consulting with the appropriate statutory agencies.

When notifying the agency, a receipt or acknowledgement of the notification (written or electronic) will be requested. All information or notes concerning the notification will include date, time and name of the person receiving the notification.

Staff will respond to suspected child abuse or any concerning behaviour by writing down observations, impressions and communications in an identical register. This will be kept separate from other programme records and enrolment information etc.

Information volunteered by a child should be fully and accurately recorded. Staff will not interview children about the suspected, but may engage the child to collect essential information, using open-ended prompts such as “what happened after that?”

No staff member will act alone about suspected child abuse but will consult with the programme management. Where staff and programme management suspect child abuse has occurred and a child is unsafe, immediate contact will be made with the Police or Oranga Tamariki.

Staff who are responding to cases of suspected child abuse are entitled to have support. The programme will maintain knowledge of such individuals or organisations that provide support and will assist staff to access these services as needed.

**5. Responding to a disclosure/concern about abuse (see also Abuse Reporting Form; Appendix B)**

Child discloses abuse
or abuse is suspected

If the child is upset, offer re-assurance and help them to re-engage in an appropriate activity, under supervision

The programme manager / supervisor or other senior staff member will be designated as a child safety advocate and will be trained in child protection and responding to abuse.

Listen to the child

Reassure the child

Only ask open-ended questions e.g. “what happened next”?

If there is immediate danger to the child or safety is an issue, act with urgency – contact the Police

Inform programme supervisor/manager and make decision re- further action

As soon as possible, formally record:

Word for word, what the child said.

Date, time, location and the names of any staff that may be relevant.

Factual concerns or observations that have led to the suspicion of
abuse or neglect
(e.g. any physical, behavioural or
developmental concerns).

Action taken by
your organisation.

Any other information that
may be relevant.

Notify Oranga Tamariki promptly if there is a belief that a child has been, or is likely to be, abused or neglected.

0508 Family (0508 326 459) contact@mvcot.govt.nz

A receipt of the notification will be requested.

If no immediate danger to the child then re-engage child in activities and explain what you will do next

*Other guidelines for communication with children*

Do not interview the child (in other words, do not ask questions beyond open prompts for the child to continue).

Do not make promises that can’t be kept, e.g., “I will keep you safe now”.

*Securely store relevant information:*

The record of the concern.

A record of any related discussions, (including copies of correspondence, where appropriate).

A record of any advice received.

The action your organisation took, including any rationale.

Any earlier concerns, if the notification is based on an accumulation of concerns (rather than a specific incident).

**6. When an allegation of abuse is made against a staff member**

Where it is suspected that child abuse has been carried out by a staff member (paid/ unpaid in any programme role), the matter will be reported promptly to programme management.

Any children involved will be protected from possible risk or trauma. Programme management may remove the staff member from the programme environment subject to the requirements of the applicable employment contract. All actions will be undertaken with appropriate care to maintain confidentially.

Disclosure/allegation of abuse
by a staff member

Programme management to consult with
Oranga Tamariki or Police.

Refer to employment agreement

Notify programme management

If needed, refer to the
“responding to disclosure process”

If immediate danger or safety is an issue
act with urgency

Employee will be advised of their right to seek support/advice from union or other appropriate representatives

Oranga Tamariki or programme management to advise employee and seek a response (depending on discussions with Oranga Tamariki and/or Police)

If no immediate danger to the child then re-engage child in activities and explain what you will do next

If there is immediate danger to the child or safety is an issue, act with urgency – contact the Police

As soon as possible, formally record:

Word for word, what the child said.

Date, time, location and the names of any staff that may be relevant.

Factual concerns or observations that have led to the suspicion of abuse or neglect (e.g. any physical, behavioural or developmental concerns).

Action taken by your organisation.

Any other information
that may be relevant.

IF A CHILD HAS DISCLOSED

Listen to the child

Reassure the child

Only ask open-ended questions e.g. “what happened next”?

If the child is upset, offer re-assurance and help them to re-engage in an appropriate activity

Programme management to
maintain close liaison with

Oranga Tamariki or Police

Programme management to consider removal of employee from the programme environment subject to the
employment agreement

This organisation acknowledges that the use of ‘settlement agreements’, could be contrary to the principles of child protection. Some settlement agreements allow a member of staff to agree to resign provided that no disciplinary action is taken, and a future reference is agreed. Where the conduct at issue concerns the safety or wellbeing of a child, use of such agreements will be avoided.

**7. Peer abuse**

CONSCIOUS KIDS will ensure that the safety of the child or young person is paramount and no form of physical, sexual or verbal harassment or violence from peers will be accepted or tolerated.

While the situation is being evaluated, the children/young people concerned will be kept separate.

In some cases, where the abuse has occurred at the programme, immediate suspension of a child may be appropriate, as outlined in the behaviour guidance policy.

This organisation will keep personal information as private as possible. Parents will also be asked to keep all information confidential to allow proper investigation and resolution.

All parents/caregivers will be kept informed about how the programme is responding to concerns, including meeting with staff to discuss these concerns. It is a policy of the programme to discourage interaction between the different parents involved and between parents and other children in the programme, while a concern is being investigated.

**8. Child and staff safety – supervision and conduct guidelines**

All staff should be aware of situations where they could be alone with children. These situations will be avoided as much as possible.

An open door policy for all spaces should be used as much as possible (i.e. not for toilets). Staff will be aware of where all children are at all times and check to ensure what they are doing is appropriate.

Staff will watch for situations where children are out of sight together (play huts, storage areas, toilets, etc.) and intervene to reduce the risk of inappropriate behaviour.

Staff will avoid being alone when with a child or young person, unless an emergency requires it.

Except in an emergency (or as specified in the late collection policy), children and young people will not be taken from the programme by staff without parent consent.

Visitors to the centre will be monitored at all times by programme staff.

All volunteers and outside instructors will be monitored by the paid programme staff.

As outlined in the Code of Conduct: “Staff will provide physical comfort or reassurance when needed by children, but exercise caution and restraint when initiating physical contact or displaying signs of affection.”

If activities require a higher degree of physical contact parents and caregivers will be informed.

Unless requested by children or parents there is usually no need to assist school aged children with toileting. If the situation arises, staff will ensure that another staff member knows who is assisting the child. Parents will be informed.

In some situations, a child or young person may require more regular physical and or personal care assistance. Advice and assistance will be requested from parents/caregivers and specialist personnel. Programme management will negotiate with all involved regarding appropriate procedures for giving this.

## CONSCIOUS KIDS Behaviour guidance

## Code of conduct

**Children have the right to be safe and feel safe; to receive care and attention; to be treated fairly and with dignity and respect. Through consistent behaviour guidance practices, CONSCIOUS KIDS staff will help children to learn helpful and co-operative behaviours. This approach includes maintaining a positive environment, early intervention with low-key responses and utilising consequences for persistent or more serious misbehaviour.**

This policy also includes steps for responding to children's behaviour that poses a significant safety risk. This is given a high priority, to ensure the safety of children and programme staff.

**A positive environment**

Children are encouraged to behave appropriately through a range of supportive strategies, including:

* A stable programme routine, implemented with flexibility in response to children’s changing needs
* Facilities and resources that allow for varied activity – including rest and relaxation
* Children can assist with programme tasks and have choice/input into the programme activities
* Children are well-supervised during all activities and staff intervene early if there is any problem
* Staff model appropriate behaviour including friendly and attentive interactions with all children
* Staff recognise appropriate behaviour and encourage children to make good behaviour choices
* Rules/boundaries clearly outline expectations for behaviour – children help to establish rules and expectations and help to regularly review / update these.

Upon enrolment, parents are asked to provide information to assist with caring for their children. If individual support needs are indicated, appropriate strategies will be noted. Parent input and experience will always be sought when planning individual support strategies: these are discussed with all programme staff, with the aim of achieving a consistent approach for the whole programme.

Children are encouraged to learn simple conflict resolution techniques e.g. using ‘paper, scissors, rock’ to choose who has first turn. When the issue is more substantial, children may be asked to take time to cool off, discuss the problem with staff assistance and then reach a solution together.

**Low-key response**

When responding to misbehaviour, staff initially use low-key, unobtrusive responses e.g. ignoring, non-verbal signals or short, simple reminders, directions, questions or re-direction.

Early intervention is usually always preferable: staff members are pro-active in responding to behaviour problems before they escalate, although options to ignore some behaviours will also be considered.

Staff members communicate calmly and assertively, and do not shout, threaten or intimidate children.

Children are usually given reasonable time and space to comply with any instruction or expectation.

Staff aim to reconnect positively with children after intervening. Each day is viewed as a fresh start.

**Inappropriate discipline practices**

Punitive discipline is not acceptable at our programme. This includes punishing by hitting, the withholding of food or drink, isolation from the group, humiliation, ridicule or other forms of verbal abuse.

Staff will not use physical force to direct children or make them comply with instructions.

No physical restraint or intervention will be used with children, unless it is an immediate issue of safety for children or staff, and direct verbal commands have not been effective.

**Consequences for persistent misbehaviour**

If the behaviour persists, staff will state a choice or consequence e.g. “if you continue with …. then ……..”

In any instance where a child is agitated or in an extreme emotional state, the child will be given time and space to cool down, with appropriate monitoring by staff before further steps are taken.

Staff always follow through appropriately with consequences, which may include loss of privileges or equipment; remedying damages; follow up with parents.

Any communication with parents about a child’s behaviour must first be approved by the supervisor. An incident report may be required – staff will consult with the supervisor about this.

All parents and children are advised that a possible consequence for a serious or persistent incident is that the supervisor may ask parents to come and remove the child from the programme immediately.

**Serious behaviour problems & exclusion of children**

Where there is a repeated pattern of inappropriate behaviour staff will consider:

* if there are any triggers for the behaviour at the programme and how to manage these
* if the response the child gets for the behaviour (from staff or other children) is meeting the goal of the behaviour and therefore reinforcing the behaviour, making it likely to re-occur
* staff will take a problem-solving approach, with the aim of forming a consistent set of responses, used by all staff, to help the child behave appropriately. Parents will be kept informed of this process and given the opportunity to offer suggestions towards a suitable strategy.

Serious or repeated incidents of misbehaviour are recorded and reported to parents. Parents will be asked to meet with the supervisor to discuss concerns. The child will have the chance to participate. The meeting will review steps that have been taken to help the child and aims to reach an agreement for a behaviour guidance plan, including clear consequences should the behaviour recur.

In the case of more serious behaviour incidents, the programme may exclude children from the programme effective immediately. This could apply where behaviour has been, or could be, harmful to other children or staff, or where the behaviour seriously or repeatedly compromises supervision e.g. repeated situations that require staff attention and leave other parts of the programme inadequately supervised.

In the case of immediate exclusion, parents will still be given the chance to meet with the supervisor, to have the reasons for the exclusion explained.

Where a child is excluded from the programme, written confirmation will be provided, giving the reasons for the exclusion.

Appropriate confidentiality will be maintained in all discussions and recording of children's behaviour.

**Staff professional development and support**

Induction for staff includes this behaviour guidance policy. New staff members receive regular support and feedback about their behaviour guidance practices.

Staff will receive ongoing support, through formal and informal staff meetings where issues or concerns can be discussed.

Staff will be offered professional development whenever possible, in order to learn more about child development and enhance their behaviour guidance skills.

**Parent information re-behaviour guidance sample wording**

**Behaviour guidance at CONSCIOUS KIDS OSCAR Programme**

We aim to provide a positive environment for children, where they can enjoy their out of school time while learning to get along with others, become more independent and take responsibility for themselves. Our behaviour guidance policy helps our staff to work consistently towards this goal, while keeping all children safe, physically and emotionally. If you would to read this policy in full it is available………………. (where/how)

In summary, our behaviour guidance policy covers:

* Creating a positive environment that encourages appropriate behaviour
* Low-key, early response to minor misbehaviour and consequences for more persistent misbehaviour
* Planning and problem-solving for more disruptive behaviour
* Exclusion of children from the programme, where there are safety concerns

Our programme uses incident reporting to help get a clearer picture of what might be causing, and what might help with, more challenging behaviour. It is our policy that we do not report every behaviour incident to parents, but we will do so if we consider the matter sufficiently serious, or persistent. We keep any information recorded about children confidential. We will share with parents any information we have recorded about their child, if requested.

We are confident that most behaviour problems can be addressed through the fair and consistent application of our policy. It is very helpful that we have your support in positively reinforcing our programme behaviour expectations with your children.

*Our programme rules:*

* **Have fun**
* **We respect ourselves and others**
* **We respect the equipment and environment**
* **We respect others play**
* **Never go outside the boundary (without an adult)**

# CONSCIOUS KIDS Staffing Policy

## Legislation

All processes for staffing at CONSCIOUS KIDS will comply with relevant legislation including the Vulnerable Children Act 2014, Health and Safety At Work Act 2015, Privacy Act 1993, Human Rights Act 1993, Employment Relations Act 2000, Holidays Act 2003 and other applicable employment laws.

The programme aims, through careful selection, on-job learning and coaching, to have appropriate and suitably skilled & competent staff.

To ensure quality care and a safe environment at CONSCIOUS KIDS programmes, staffing procedures include:

* a consistent and transparent recruitment process, with clear documentation
* safety checking and risk assessment for all staff appointments, consistent with provisions in the Vulnerable Children Act
* clear messages at all stages of the recruitment process about the programme’s commitment to child protection.
* a comprehensive induction for new staff, including safety requirements and emergency procedures
* supervision, feedback and support for staff, appropriate to their level of competence and experience

## Staff recruitment and appointment of staff

* Appropriate channels for advertising will be used at the discretion of programme management and may include advertisements; local and professional networks as well as word of mouth contacts.
* All applicants will be advised of the programme commitment to protecting all children from abuse and mistreatment.
* All applicants short listed for the positions will be interviewed.
* Interviews will be carried out by the Conscious Kids Management team and will consist of a predetermined set of questions, as well as enquiry and follow up on matters raised during the interview.
* Interview questions will be fair and non-discriminatory, in respect of human rights and privacy laws.
* Employment history will be confirmed and discussed as required during the interview, with appropriate follow up after the interview, to establish clearly the previous five year history of each applicant.
* Notes will be kept on each interview, including any areas for follow up and comments from the interviewing group.

## Vetting and safety checking

For the purposes of screening and safety checking, “staff” in this policy, includes paid and unpaid staff, both in casual and permanent roles, as well as other people in the organisation that could have access to children in the programme, including people in both management and governance roles.

All staff working in the Conscious Kids Programmes are considered a “Core Children’s Worker” for the purposes of screening and vetting under the Vulnerable Children Act

* All applicants will be required to provide the names of at least two referees. A member of the interviewing group will contact the referees for verification of the applicant’s work history and suitability to work with children.
* All staff must agree to being vetted with the New Zealand Police. All staff vetting is conducted in accordance with the provisions of the Criminal Records (Clean Slate) Act 2004 and Vulnerable Children Act 2014.
* The programme will confirm identity of any applicant prior to vetting, in accordance with Police Vetting requirements, specified on the vetting consent form.
* All information and checks on applicants will be recorded in a written risk assessment and presented to the Conscious Kids programme management for approval. This will include careful consideration of any convictions disclosed, gaps in employment history and verification of any qualifications presented.
* Applicants will be informed of the appointment decision in writing / email.
* All staff will sign a declaration that they have no impending charges and agree to notify the programme if this changes.
* All new appointments will additionally be subject to a trial period, as permitted under current law.
* Any person with an offence specified in the “workforce restriction” in the Vulnerable Children Act 2014 will not be allowed to work in the programme, nor serve in a management or governance role.
* The police vetting result will be retained in staff files and may be viewed by MSD Approvals staff.

**All employees will sign a written employment agreement clearly setting out wages and conditions of work. The employee will also be given all information to meet the requirements of the Employment Relations Act 2000 and other current employment law. Sign off on the Staff Code of Conduct and the job description will be part of this agreement.**

All volunteers will sign a service agreement, including any conditions regarding reimbursement of expenses.

Copies of CV’s and interview records will be kept for all successful candidates. In storing personal information the programme will comply with The Privacy Act 1993.

Police vetting will be repeated for all staff, every three years.

Staff are expected to notify the programme manager if they have impending criminal charges or are convicted of a crime. The programme manager will discuss the matter with the staff member and undertake a risk assessment, which will include consulting the current workforce restriction under the Vulnerable Children Act. *(Specify anyone else who will be involved with decision-making.)*

## Staff induction and support

Prior to appointment, staff will be provided with a job description that states tasks, responsibilities and who they are accountable to.

Staff induction will be carried out before each Holiday Programme, using the induction checklist.

Staff are required to sign off on key stages in the induction: health & safety, child protection (including “section 15”), paramountcy principle, behaviour guidance, duty of care, staff code of conduct . (See also Appendix C: Staff Code of Conduct.)

New staff will have the opportunity for regular feedback and coaching from senior staff.

Volunteer staff will always work alongside paid staff and be under their supervision.

For volunteer staff members, induction will include a brief orientation to their role including key health and safety requirements. Volunteers will have a lesser degree level of responsibility then paid staff. They will be included in staff meetings and training opportunities, as appropriate and feasible.

## Staff training and professional development

The programme manager is responsible for ensuring that all staff are sufficiently trained in first aid, emergency procedures, safe practices and other programme procedures, to ensure the safety of the children at all times.

Where relevant and feasible, staff members will be offered external training opportunities in behaviour guidance, child protection and other topics. Staff will train internally together as a team, on topics prioritised by the manager, a minimum of 2 times per year. Prior to each holiday programme, staff will meet for planning purposes. This meeting will also have a training component. Notes will be kept of who was present and outcomes.

Staff will have regular opportunities to up skill and train on-the-job, with coaching and support from other experienced staff.

Staff training needs will be reviewed during staff appraisals or as required and opportunities provided for further training as needed.

The Training Manager will outline staff training in an annual training plan. All training undertaken will be logged and copies of training certificates will be kept in staff files.

**Development and support**

Induction for staff includes the behaviour guidance policy. New staff members receive regular support and feedback about their behaviour guidance practices.

Staff will receive ongoing support, through formal and informal staff meetings where issues or concerns can be discussed.

Staff will be offered professional development whenever possible, in order to learn more about child development and enhance their behaviour guidance skills.

**Performance appraisal**

Appraisal of the staff is the responsibility of the programme manager. Performance appraisals will be carried out for each staff member after one year of service.

The appraisal will be based on the staff member’s job description. It aims to recognise strengths and identify areas for personal and/or professional development. It will consist of a self-appraisal and an interview with the manager. Professional development goals will be set for each staff member for the following year.

A record will be kept of the outcome and all appraisals will be confidential.

## Resolving staff complaints and concerns

The programme manager is responsible for investigating/resolving problems and complaints, and ensuring that these processes are conducted fairly, in accordance with relevant legislation.

If a staff member is not performing adequately the manager will initially meet with the person to clarify the problem and steps to resolve it. The staff member will be offered training/coaching to improve performance.

If the problem persists the staff member will be given a written warning clearly stating the problem, improvement needed and a time frame for this to occur. At any meetings, the staff member is entitled to have a support person present.

If there is not sufficient improvement the staff member will receive a second written warning. If the problem continues the staff member may be dismissed. A staff member may only be dismissed with the agreement of the Directors.

Staff may be suspended on full pay pending further investigation if there is an allegation of

* any form of abusive behaviour
* failing to observe programme rules so that a child is injured or placed in serious danger
* other serious misconduct as outlined in the staff code of conduct

Where an incident of serious misconduct is witnessed, the staff member may have their employment agreement terminated immediately.

Following any instance of serious misconduct, the manager will review the circumstances and note any changes that may prevent the situation occurring again.

Staff complaints/concerns should usually be first raised with the person/s concerned or programme supervisor. If there is not a satisfactory resolution, the programme manager will investigate further. All parties to the complaint will have the opportunity to speak on the matter and have support people present at any meeting.

If no resolution can be reached, or the complaint concerns the manager, the complaint may be referred to the Conscious Kids Directors.

**Employment documents/forms**

* Job description - manager/ supervisor/ assistant
* Staff code of conduct
* Interview questions
* Interview notes
* Referee checks\*
* Police vetting result\*
* Employment offer letter\*
* Employment agreement\*
* Volunteer service agreement\*
* Staff personal information/declaration (re- convictions)\*
* Induction checklist\*
* Performance appraisals\*

(\* filed in individual staff files of employees)

**Staff files to also include:**

* CV
* qualifications (where relevant)
* Identity documents
* Drivers licence (where relevant)
* Staff complaints / disciplinary action
* Tax code / pay rate / holidays / leave owing etc.

# CONSCIOUS KIDS Health & Safety Policy

## Introduction

At Conscious Kids OSCAR Programme, the safety and wellbeing of children is a paramount concern. The programme’s procedures will comply with all relevant legislation and professional standards, including the Health and Safety at Work Act 2015 (HSWA).

Conscious Kids OSCAR Programme will as far as reasonably practicable, provide a safe environment for all staff, children, parents and others in involved the programme. The main safety procedures implemented by the programme concern:

* Actively managing the risk of harm through effective supervision, regular safety checks and risk assessment
* Providing staff with appropriate information and training, as well as regular opportunities to participate in safety planning and to discuss incidents or concerns
* Informing everyone in the programme about safety precautions – children, parents etc.
* Regular recording and reporting of safety checks, incidents and concerns, including consultation or co-ordination as required with key stakeholders (MSD, OSCN etc.)
* Regular monitoring and review of safety practices in all areas of the programme
* Reporting to governance body/owner on health and safety matters
* Appropriate planning and preparation for emergencies, including natural disasters

## Programme safety procedures

All locations used by the programme will be subject to a risk assessment to identify potential hazards and safety issues. Facilities will comply with relevant building codes and regulations. The programme will maintain a hazard register, to record hazards identified and steps taken to reduce the risk of harm.

The programme supervisor will ensure that a staff member checks the programme environment at the beginning of each day of the Holiday Programme (using the Venue and Hazard Check form). Programme management will regularly review these records at least twice per year.

In addition to these regular safety checks the programme will complete a risk assessment form for special activities that pose particular safety risks. The programme supervisor will complete risk assessments with input from programme staff. Risk assessments will be filed and available for programme staff whenever these activities are going to occur.

All planned activities will meet relevant industry standards.

Parents will be given information on safety as part of the enrolment process and whenever there are activities that have a significantly higher safety risk. Written parental consent may be required for special activities at the discretion of the programme management.

There will be regular reporting to programme manager on health and safety matters including any changes or improvements made to health and safety in the programme and outcomes from health and safety reviews.

The programme provides a smoke free environment. Smoking indoors is not permitted and staff who smoke are not permitted to do so anywhere on the programme grounds.

## Staff induction, participation and training in health and safety

Conscious Kids is committed to maintaining a safe and healthy working environment for employees and other persons in the workplace. Health and safety is everyone’s business, and everyone is expected to share in a commitment to avoid all accidents and incidents, which may cause personal injury, property damage or loss of any kind. Every employee is expected to act safely at all times to ensure their own welfare and that of their fellow employees and others in the workplace.

Conscious Kids will ensure the safety of employees by:

- Providing and maintaining a safe working environment.

- Providing facilities for health and safety.

- Ensuring all buildings and equipment are safe.

- Ensuring all employees (including any mobile workers), and other people at (or in the vicinity) of the place of work are not exposed to unmanaged or uncontrolled hazards.

- Developing and implementing emergency and evacuation procedures.

To achieve this Conscious Kids will:

- Systematically identify and control all hazards in the workplace. Where there are significant hazards Conscious Kids will take all practicable steps to eliminate, isolate and or minimise these hazards to prevent any injury or damage.

- Inform all employees of hazards and the hazard controls.

- Ensure all employees are properly trained and supervised.

- Inform all employees of emergency and evacuation procedures.

- Adhere to policies, procedures, guidance and recommendations from KiwiSafe and KiwiWork Safe.

- Record all incidents and accidents in our workplace, and take all practicable steps to prevent these events from happening.

- Carry out planned self-inspections to monitor health and safety issues.

- Ensure all employees are given reasonable opportunities to participate effectively in ongoing processes for the improvement of health and safety in our workplace.

As part of staff induction, relevant health and safety procedures will be explained including (but not limited to):

* duty of care and the staff code of conduct
* programme hazards and safe use of equipment and facilities
* programme rules and boundaries
* programme supervision
* emergency procedures
* sign in/out requirements
* medical and special needs, including food allergies
* food hygiene

As part of their induction, new staff will be monitored and receive regular feedback on health and safety practices. New staff will not be placed in roles above their level of experience and competence. In these situations new staff will be supervised by an experienced staff member.

There will be regular staff meetings. These will be minuted. Health and safety will be a regular agenda item for these meetings. Any concerns and safety issues can be raised and discussed. Staff will also be informed that they may raise concerns at any time with the programme supervisor or programme management.

All staff will participate as a group in an annual health and safety review provided by Kiwi Work Safe Limited, which will be recorded and filed.

 Staff will be encouraged to participate in external health and safety training.

## Programme attendance and supervision

The staff/child ratio will endeavour to be 1:9 for supervision, 1:8 for staffing, 1:6 for swimming.

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

All staff counted in the ratios are 14 years or older. The programme supervisor will be 20 years or older and will be required to remain on site during the programme hours. All staff will have the appropriate level of maturity and experience to effectively supervise (refer to: staffing policy). ) Parents may be used to help run the program and contribute to the ratios if they have attended a training programme run by Conscious Kids. Sometimes volunteers will be involved in the programme to provide specialist knowledge and experiences for the children. If a background check including a police check has not been obtained then volunteers are never to be left alone with the children. A Teacher, trained parent, or other staff member is always to be present.

Activities and situations that pose a higher risk may have a lower number of children per staff member, which will be determined by a risk assessment process.

A minimum of one qualified first aider will be on-site at all times. We will aim to have at least half of all staff current first aid qualified at all times.

All attending children will be allocated an adult who will be responsible for knowing their whereabouts at all times. Physical boundaries of the location will be set and children will be made aware of these boundaries. Consequences will be enforced if children move beyond the set boundaries without an adult. See behaviour management policy for details of consequences. Regular head counts will be done throughout the day to ensure the safety of all children. For emergency purposes, all adults will have a whistle and will use it to gather children together whenever necessary. Both children and adults will be given instruction on when and how to use and respond to the whistle. Staff will be able to communicate at all times via phones or walkie talkies.

For special activities, staff will be allocated specified groups and/or activities to supervise and staff will be within sight and/or sound of the children they are supervising. The programme requires active supervision, especially if swimming (lower ratio adult to child 1:6 also applies). When staff are supervising they will be constantly observing *all* children in the area/activity they are responsible for. On group expeditions outside the set boundaries one adult will always remain at the front of the group and one at the back. The lead and tail end adults will have some way to communicate, either cell phones with coverage or walkie talkies.

When staff are supervising they will be constantly observing *all* children in the area/activity they are responsible for. Staff will position themselves so they can best see all the children. Staff will not join in on an activity if they will be unable to maintain good supervision.

In case of activities around the water, the supervisor will inform the staff where to stand and the appropriate distance to supervise the children – please refer to the each site’s risk assessment.

Staff will not answer the phone unless for emergency calls. In the eventuality of an emergency call, staff will not leave the area they are supervising without ensuring it is safe to do so by asking another staff member to supervise the area or by blowing the whistle and moving the children to another place where they will be properly supervised.

For emergency purposes, all adults will have a whistle and will use it to gather children together whenever necessary. Both children and adults will be given instruction on when and how to use and respond to the whistle at the morning meeting. Staff will be able to communicate at all times via phones or walkie talkies.

Staff will make regular head counts and watch the play space boundaries constantly (children are to be made aware of these beforehand).

All children will wear high visibility vests at all times. These are only to be taken off when the child has been signed out by an authorised person.

If a staff member sees any possibility that an activity could cause an accident or injury, they should stop the activity immediately and not allow it to re-start until it can continue safely.

In an emergency, staff will ensure that they respond in a way that does not create a risk of further injury or leave children without adequate supervision. Stay calm and seek help immediately.

Staff will inform the supervisor as soon as possible if there are any injuries, incidents, dangerous behaviour, unsafe equipment etc.

**Tree Rules**

Conscious Kids considers tree climbing to be an important part of child development.

When considering activities that children partake in, we adopt a ‘Risk Benefit Assessment’ view, where the benefits associated with partaking in an activity that has perceived risk far outweighs the actual risk involved.

Conscious Kids ethos is to facilitate and promote healthy risk assessment and risk taking. Children are guided and taught to assess their own risk. This provides children with the confidence they need to then apply healthy risk-taking and assessment into other areas of life and learning.

Conscious Kids teaches children the following rules to ensure minimum injuries when students are climbing trees- see tree climbing policy and rules attached.

**Toilets**

* Children will inform a staff member when they need to use the toilet.
* If toilets are to be used that are some distance away from the area the group is using then children shall be accompanied by an adult.
* In this situation children should be encouraged to go in groups with 1 adult to avoid adults making constant trips to and from the toilets, taking them away from group supervision.
* Adults will wait outside the toilets at all times, and children who are finished will wait with the adult and return as a group when all children are finished.
* When using public toilets a staff member will be monitoring outside the toilet.

**Attendance / sign in-out**

A programme roll is maintained daily that records children booked and those who actually attended. Programme management will spot check that the roll is accurate and up-to-date.

The programme supervisor is responsible for the roll during the programme. A physical copy will be kept in the admin box at the venue. A digital copy will be available on the supervisors phone. These methods assure the names and emergency contacts for all children will be available to staff at all times. In the case of an emergency evacuation the physical roll will be retrieved (if possible) and taken to the assembly point.

The roll call and head count is made at the start of each session and other formal attendance checks will be made regularly during the session – including prior to special activities and at lunch time during holidays. These checks include the sign in/out records, to ensure the head count is accurate. The roll is updated after the mandatory morning meeting, and throughout the day should children depart early/arrive late.

Parents are expected to sign children in and out of the programme and provide a list of adults authorised to collect their children (on the enrolment form). Children will not be allowed to leave with an unauthorised adult.

All children must be signed into the programme upon arrival by the parent or caregiver.

• Children must be signed out by a parent or nominated person before they leave the area

boundary.

• The parent must personally notify the teacher in charge if someone else will be collecting the

child and this will be noted on the sign out form.

Children are not able to leave the programme unaccompanied.

**Missing children**

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

If a child is found to be missing during the programme:

* Staff will check their head count to be certain the child is missing.
* Check programme sign in/out records.
* Notify programme supervisor and consult about next steps.
* Staff will conduct a thorough search.
	+ Check with children and staff about when the child was last seen.
* Programme management will be notified of the situation as soon as possible.
* If the child is not found, parents of the child will be contacted.
* If necessary the police will be contacted.

If a child who is expected at the programme has not arrived: the supervisor will first confirm if the absence is intended with programme management and then attempt to contact the parents. Due to the cost of mobile phone calls it is not a priority to reach parents in this situation. The supervisor will inform the programme management of any unexpected absences.

Parents are expected to inform the supervisor if they will be dropping children off late or picking them up early prior to 9am on the start of programme day. If the group is not at the Drop-off Location parents must find the Supervisor to Sign In their child. Children cannot be dropped off without parent/guardian present to sign-in. When the group leaves the Drop-Off site, a note will be left describing their whereabouts.

**Late Collection of Children**

All children must be collected on time.

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

* Two staff members will remain with the child – it may be necessary to call programme management for assistance.
* Parents and emergency contacts will be called and programme management informed.
* If parents and emergency contacts are unable to be reached, staff will defer to programme management who will contact the appropriate authorities (i.e.: Oranga Tamariki) to discuss the appropriate next steps.

Parents who are late picking up their children will be charged an additional fee of $10 for every half hour after 4:15pm.

**Risk Assessment & Hazard Management**

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

Prior to the start of the holiday programme, a Risk Assessment & Benefit Analysis form will be completed for the programme location. All staff and volunteers will review this form during training as well as risk mitigation and minimisation training.

During the holiday programme, programme supervisors will fill out a Risk Assessment & Benefit Analysis form at the beginning of each day. The supervisor will note the day’s sun, water and weather quality, temperature and tide times (where applicable) as well as check the programme environment noting any changes caused by recent weather or use of the space (i.e.: debris, broken glass). Newly identified hazards will be noted on the Risk Benefit Analysis Form and a plan devised to minimize/mitigate risk to children and staff. All staff, volunteers and children will be made aware of potential hazards and discuss risk minimisation and mitigation strategies. A paper copy of the completed Risk Assessment & Benefit Analysis Form will be available on site for parents and staff to view and add to if necessary.

Staff will review and modify (if required) separate Risk Assessment Forms for Special Activities planned for each day.

## Excursions

On excursions, the children will be organised into a buddy system with at least one adult at 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.

A staff member will always have a First Aid kit on hand during excursions.

In a general sense, appropriate planning & preparation includes:

1. ensuring access to phone/radio communication at all times
2. scheduling of regular roll checks
3. ensure staff have adequate knowledge of destination/ policies around specific activity
4. instructing children about safe road crossing, use of equipment, etc.
5. revising clear safety guidelines for walking in groups on footpaths etc.
6. briefing for children on behaviour and safety before they engage in a special activity and before they enter a new venue/location.

Specific Risk assessment/benefits documents will be consulted prior to commencing each excursion.

## Accidents and First Aid

A first aid kit will be kept on site and a separate kit taken on excursions along with emergency contact numbers. Kits are checked and replenished before the start of each holiday programme. One currently qualified first-aid person will be on site at all times.

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

1. Staff will immediately inform the programme supervisor
2. Appropriate first aid will be administered
3. If the situation is urgent, the supervisor will take necessary actions and inform parents and the programme management as soon as possible.
4. If a child needs medical attention, parents will be contacted to ascertain if they want to take the child themselves or would prefer staff to take them to the medical centre of their choice. If parents or alternative contacts are unavailable the child will be taken to the nearest available medical facility. Programme management will be informed of the situation as soon as possible (and may be required to assist/attend to maintain appropriate staffing ratios.
5. If serious injury occurs, parents will be notified and an ambulance called. If it is not possible to call an ambulance and the need is urgent, then children may be transported in a private vehicle.

All accidents and incidents are recorded (Using accident/incident forms) and uploaded to a secure Conscious Kids online document database. Parents will sign incident reports that involve their child. (Names of other children involved will be kept confidential.)

Minor injuries will be noted by staff and communicated to parents verbally at the end of the day.

For injuries requiring medical attention, or when a more serious injury is suspected (e.g. a head injury) a complete accident report will be filled out and signed by a parent.

The Health and Safety at Work Act 2015 defines a “notifiable event” as either a death, or notifiable illness injury or illness. The programme will as soon as possible notify Worksafe, the Ministry of Social Development (MSD Approvals) and any other relevant agency of the incident. The programme will also take reasonable steps to ensure that the site where the event occurred is not disturbed until authorised by an inspector.

* A notifiable injury or illness is one that requires the person to have immediate treatment (other than first aid) for: amputation of any part of his or her body; serious head or eye injury, or a serious burn; separation of his or her skin from an underlying tissue (such as degloving or scalping); a spinal injury; the loss of a bodily function; serious lacerations; OR to be admitted to a hospital for immediate treatment OR have medical treatment within 48 hours of exposure to a substance.
* A notifiable injury or illness also includes any serious infection to which the carrying out of work is a significant contributing factor
* A notifiable incident means that someone has been exposed to a serious or immediate risk to their health and safety because of an unplanned or uncontrolled work incident

## Health and Wellbeing Policy

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

Children who are unwell may not attend the programme. Please see the illness policy for

specific conditions requiring removal from the programme.

Staff/volunteers must be fit for work.

Information about children’s medical conditions/allergies is collected on enrolment and all staff

are made aware of these.

Staff have information on common infectious diseases. The programme has identified the nearest emergency medical centre and details of its location, hours and contact details are easily accessible for staff. Management will ensure staff are kept informed about any medical warnings in the community

Healthy eating choices are promoted at the programme through the food that is served and any

information to parents about snacks and lunches.

## Illness Policy

Due to the physical nature of our programmes children need to be fit and well to gain the most

enjoyment from them. Children who are unwell should not attend. General conditions indicating

that a child should not attend the programme:

• The illness prevents the child from participating comfortably in programme activities.

• The illness results in a greater care need than the staff can reasonably provide without

compromising the health and safety of the other children.

• The child has any of the following conditions: fever, persistent crying, difficulty

breathing, or other signs of possible severe illness.

Specific illnesses indicating that a child should not attend the programme:

• Diarrhoea - a general guideline is that no child should attend if they have diarrhoea, and

they should have at least one normal bowel motion before attending a programme.

If the diarrhoea was accompanied by any other symptoms such as fever, stomach pains, nausea, vomiting or headache, this indicates a gastrointestinal infection, and the child should stay away until they have been symptom free for at least 48 hours.

• Vomiting in the previous 24 hours, unless the vomiting was once only and was known to

be caused by a non communicable condition. If the vomiting has been caused by an

infection, or the cause is not known, the child needs to stay away until at least 48 hours

after the last symptoms. A child who vomits during the programme should be collected by

their parents and taken home immediately.

• Rash with fever or behaviour change, until a GP has determined that the illness is not a

communicable disease.

• Conjunctivitis - a child should not attend a programme until there is no discharge present.

• Any child requiring antibiotics should remain at home for the first 24 hours.

• Fever - a child with a temperature of 38 degrees Celsius or above should not attend the

programme and should not return until the temperature has been normal (without any use

of medication) for a minimum of 24hours.

No sick children will be admitted to the programme

If a child becomes ill during the day (but not vomiting) they will be made comfortable in a designated quiet area and supplied with books, water and place to lie down (i.e.: hammock). Parents will be notified and at the discretion of the supervisor may be asked to collect the child as soon as possible. Parents are advised of this policy upon enrolment.

Please note physical disabilities and special needs should never stop a child attending a

programme. Conscious Kids programmes are inclusive to all children and special arrangements can be

made to cater a programme to suit the needs of all children. Parents are asked to contact Conscious Kids if they have a child with special needs who would like to attend a programme.

## Medication Policy (See also Appendix D: Sample Medication Consent Form)

If a child is to be administered medication at the programme, parents must confirm details of the medication in writing on the medication form - in the case of any medication the child will administer themselves, parents must specify this.

If children have moderate to severe asthma or severe allergies then a personal action plan must

be supplied to programme staff.

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

Staff will keep a record of all medication given in an incident form and parents are required to check and sign this should their child require medication over the course of the day. A medication register is also kept on file to record all medication administered on-site.

All medical records kept by the programme are strictly confidential.

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

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

**Food hygiene**

Food will be prepared in the kitchen area on the bench, except when cooking is a programme activity. The kitchen will be checked for cleanliness before each session.

These guidelines will apply when handling/preparing food

* Wash hands before handling food and wear gloves
* Staff who may be unwell will not be involved in food handling

All fruit and vegetables are washed before use.

## Sun Safety

The programme will identify and manage potential harm caused by excessive exposure to the ultraviolet radiation (UVR) from the sun. In particular it is recognised that children engaged in outdoor activities may have increased exposure to UVR.

Sun safe practices will apply from September until the end of April the following year, to ensure that children are protected from extended exposure to the UVR.

Children will be encouraged to wear sunscreen, appropriate clothing and hats for sun protection and renew sunscreen regularly.

Sunscreen with protection SPF 30+ or higher will be available for the use of children and adults. Sunscreen will be applied 20 minutes before exposure to the sun and re-applied every two hours.

Staff will encourage children to apply their own sunscreen and will supervise all children to ensure it is applied correctly and assist as required.

Children will to play in the shade if dressed inappropriately for sun exposure.

Appropriate clothing for sun safety includes: shirts with sleeves and/or shoulder cover, collars and sun hats with wide brims and/or flaps.

Programme activities will be scheduled as much as possible to minimise exposure during the hottest part of the day.

Sun-safe and shaded areas at the programme venue will be utilised and children will have access to shaded play areas.

Risk assessment for excursions will include exposure to UVR as a risk factor and will minimise that risk through use of natural shade, provision of shade, access to drinking water and scheduling of activities to avoid peak UV times.

Staff will “model” wearing appropriate hats, clothing and sunscreen during the sun safe period, as well as opting for shaded areas where possible.

Parents will be informed through newsletters and on enrolment of the policy regarding sun-safety and reminded to send children with appropriate clothing. When enrolling, parents will be asked if their children have any allergy to sunscreen. The programme will seek parent permission to use its own sunscreen. Parents may provide their own sunscreen if they wish to do so.

This policy will be communicated to parents prior to each sun safe period and will be positively reinforced through notices and other communication.

# Business continuity & disaster recovery

## Risk Assessment and Business Impact Analysis

The programme is committed to providing a continuity of service, as feasible and appropriate.

The key service offered is: school holiday programmes.

The essential resources for the programme are:

* Location availability
* Acceptable environmental conditions
* Staff availability
* Online booking and payment service (implemented through the website consciouskds.co.nz)

The single point of failure assessment for the critical resources follows below:

|  |  |  |
| --- | --- | --- |
| Resource | Impact if unavailable | Rationale |
| Location availability | High (potential single point of failure) | The programme is closely linked with local communities and the availability of the chosen location is a key factor for parents to be able to reach the programme comfortably and for the programme to be run safely.  |
| Acceptable Environmental conditions | High (potential single point of failure) | Unacceptable environmental conditions may present risks for health and safety, or impact the comfort and wellbeing. |
| Staff  | High (potential single point of failure) | The staff/child ratio cannot be less than (1:8) as indicated in the Programme Supervision policy, unless in case of emergency. |
| Online booking and payment services | Medium  | Unavailability of the online services (booking and payment will impact operational efficiency (need to implement manual workaround) without compromising the programme execution.  |

Risk Assessment and Business Impact analysis:

Risks are assessed depending on their likelihood and impact as per matrix below.



The business impact analysis indicates how the identified risks affect the critical business resources in case they materialise

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Risk | Likelihood | Impact | Inherent Risk | Impacted Resources | Mitigation | Residual Risk |
| Adverse weather (wind, rain, hail) | Likely | High | High | Location, Staff, Environmental conditions | Wet Weather Policy if low intensity Indoor Alternative location if high intensity Emergency Plan if extreme intensity | Low |
| Earthquake | Unlikely | High | Medium | Location, Staff, Environmental conditions | Emergency plan | Low |
| Fire | Unlikely | High | Medium | Location, Environmental Conditions | Emergency plan | Low |
| Tornado | Unlikely | High | Medium | Location, Staff, Environmental conditions | Emergency plan | Low |
| Illness (epidemic) | Unlikely | High | Medium | Staff | Staff redundancy | Low |
| Communications halt (mobile phones, internet) | Unlikely | High | Medium | Environmental Conditions | Internet based services back-up for data stored on Cloud, Emergency procedure for communication unavailability  | Low |
| Other external conditions (e.g. intoxicated people on location, etc.) | Unlikely | High | Medium | Location, Environmental Conditions | Regular safety checks, Pre-programme Risk Assessment Emergency plan | Low |

## Recovery of Operations

Recovery of operation will start as soon as the external conditions and the risk exposure, in consultation with Civil Defense, Hamilton Council or other relevant entity, are objectively considered within acceptable levels.

After the activation of an emergency plan it is responsibility of the Conscious Kids Directors, in consultation with the Operations Manager, to declare that the programme can restart its normal operations.

The programme will liaise with other local/community groups to order to act in a coordinated manner when re-establishing.

Staff will be assisted to access appropriate support when the programme is re-establishing after a significant event such as natural disaster. The programme will offer the option to negotiate a period of leave to help staff through this transition.

As finances permit, the programme will retain a reserve of funds to assist with re-establishing the programme after a significant disruption.

The specific procedure for recovery of operations will depend on the specific event that has caused the disruption, and the level of impact generated by the event.

# Emergency procedures

In all emergencies stay calm

Walk, do not run

## Wet Weather Policy

Conscious Kids believes there are numerous benefits from children being outside in all weather

conditions. All children should arrive at the programme with clothing appropriate to the conditions (parents are notified of clothing requirements upon enrolment). Conscious Kids will not supply wet weather gear. Children will be monitored to ensure they don't get very cold. If wet children become cold they will be directed to get themselves changed and be checked to ensure they have warmed up to normal body temperature. Children will be encouraged to be responsible for managing their own temperature status.

## Alternative Venue

If an alternative venue is required:

* MSD Approvals will be notified as soon as a potential venue has been identified and the programme will follow the advice of MSD staff to secure MSD Approval at the new facility. This will include a risk assessment process for the new facility. Relevant Work and Income staff will also be advised.
* Parents will be advised of new facility and any new arrangements re- arrival or releasing children from the venue.
* Children will be gradually orientated to the new facility as part of the programme activities.

## Alarm/signals

The signal to evacuate must be made as quickly as possible.

Should any immediate danger arise, notify the programme supervisor and proceed with response.

Conscious Kids’ evacuation alarm is a whistle blown in three short bursts, sounding continuously.

## Staff responsibilities in an emergency

The designated emergency warden is the programme supervisor who will oversee the evacuation by

* Contacting emergency services, as required
* Allocating staff to check toilets and inside Hall.
* Allocating staff to supervise children during evacuation.
* Ensure everyone immediately proceeds calmly to safe assembly points, walk, do not run.
* Collect attendance register, cell phone and emergency plan folder (including emergency contact information for all children).

The warden will remain at the safe assembly area. When all checks are complete the roll will be called. All children must be clearly accounted for (including children who have already left the programme), as well as visitors.

No one is to re-enter building until the all clear is given by the warden.

When on an excursion, assemble where the signal is being given.

The warden will ensure the evacuation is recorded / reported, along with any recommendations

## Escalation and communication

It is Supervisor’s responsibility in the first place to ensure the health and safety of the children and staff.The direct escalation point with regard to programme operation, incidents, unexpected events, etc. is the designated Operations Manager for the programme. In case of unavailability of the Operations Manager the Directors are the direct point of escalation.

In case of unavailability of the Supervisor (for example for an incident, etc.) the eldest on-site staff member will be in charge as long as it’s required and must inform immediately the Operations Manager about the situation and seek support if needed.

Both the supervisor and the Operations Manager must ensure they have a physical copy and a digital copy of the signing form with the contact information for all children. The contact form for each day of the programme must include the address of the venue, and all emergency contacts that may be required (civil defence, police, etc.).

Each of the staff must have at all time at least the Supervisor, Operations Manager and Directors’ contacts (for example on their personal mobile).

Any unexpected event requiring activation of an emergency procedure must be promptly reported to the parents via email/group txt/WhatsApp and as soon as possible de-briefed by phone.

## Communication unavailability

In case of connection unavailability (e.g. absence of mobile coverage), as soon as detected the Supervisor must ensure that an assistant informs the Operations Manager or the Directors of the limited connectivity. While the assistant is away, the Supervisor will ensure that the kids are kept at reduced distance to reduce the risk associated with the temporary higher ratio.

## Evacuation assembly point

In the case of a fire within the building, the assembly point will be in the grassy area outside the hall, close to the main gate.

## Evacuation Drills

Staff will conduct a full evacuation drill once per programme.

The evacuation drill will include the following checks:

* All emergency exits are clearly displayed.
* Emergency exits are regularly checked to be in working order and free of obstructions.
* Evacuation procedures are displayed, clearly indicating where people can assemble safely outside the building.

The evacuation procedure will be reviewed after the drill. Any recommendations are reported to programme management.

If for any reason the Supervisor determines that the incumbent risk requires staff and children to leave the venue (e.g. in case of fire, earthquake or other external conditions), as an extreme measure the same supervisor will instruct the staff to take the children to the closest safe place and will inform as soon as possible the Operations Manager.

## Civil defence

If a civil defence emergency is occurring, all children will remain at the programme if possible and staff will await instructions from emergency agencies.

It may be possible to contact parents, but in any case staff will remain with children until they are discharged to their parents/emergency contacts or until other appropriate provisions for their on-going care are made.

If it is necessary to remain for a longer period at the programme, staff will make provision for children’s comfort and warmth. The programme maintains a supply of bottled drinking water and emergency food.

If evacuation is necessary, parents will be notified if possible. Otherwise information will be posted at the programme venue and local emergency services notified. The evacuation point will be depend on the circumstances but may be the local civil defence post.

It may be necessary, before leaving the building, to take steps to turn off power or water supply.

If the evacuation is non-urgent, staff will take essential supplies:

* All contact information for children
* First aid kit
* Radio
* Drinking water
* Toilet paper
* Plastic rubbish bags
* Any special medication, inhalers etc.

## Earthquake

• If buildings are to be used all emergency exits should be clearly displayed and regularly checked

to be in working order and free of obstructions.

• Evacuation procedures should be displayed, clearly indicating where people can assemble

safely.

• In an emergency situation the whistle will be blown in a distinctive pattern of three short bursts,

then continuously.

• All children and adults will assemble at the designated location discussed in the morning

meeting.

• A head count will be conducted immediately.

If inside - Staff to give clear instruction: “Earthquake – drop, cover, hold.” Crouch in safe place, under desk or tables, stay away from windows and cupboards or other objects that could fall.

If outside - assemble away from power lines, trees, buildings. Drop to the ground and adopt the turtle position, tucked in a ball hands over head.

* DROP down on hands and knees to protect yourself from falling objects but be ready to move if you need to.
* COVER your head and neck (or your entire body if possible) under a sturdy table or desk (if it is within a few steps of you). If there is no shelter nearby, and cover your head and neck with your arms and hands.
* HOLD on to your shelter (or your position to protect your head and neck) until the shaking stops. If the shaking shifts your shelter around, move with it.

If there is no shelter near you crawl to an inside corner of the room and cover your head and neck with your hands and arms.

• When shaking stops check for injuries and any hazards

• Be alert for after shocks

## Fire

• Raise Alarm

• Evacuate as above

• Seek to extinguish small fire, or call fire brigade if more serious

• Keep children at the assembly point until danger has passed

NOTE: the venue fire alarm IS monitored directly by the fire service.

## Tornado

Go indoors.

Close windows and external doors.

Close curtains to reduce risk from broken glass.

Move to centre of the room, away from windows, or to the basement of the Hall.

## Other external conditions

Depending on the situation the Supervisor will assess the risk and deal with the situation first of all.

If there is immediate risk for health and safety, if appropriate the children should be sheltered in the indoor venue and the adequate emergency plan should be activated:

In case of offensive/dangerous presence at the location the Supervisor must consult the Operations Manager about calling the police/ambulance as required.

# CONSCIOUS KIDS Service operation and management

## Programme hours

Holiday programme: 9am – 4 pm

## Enrolment

**(See also Enrolment Form: Appendix E)**

All children attending the programme must be enrolled using the online enrolment form filled out by the parent, caregiver or other authorised adult.

At least two emergency contacts must be provided.

The names of all people authorised to collect the children from the programme will be listed on the form.

Information regarding health conditions, special needs, and cultural background is requested on the enrolment form.

Parents must also give written consent for any off-site activities and other specific activities (e.g. swimming) when requested by the programme.

## Children with special needs

Every effort will be made to include children with special needs in all Conscious Kids Programmes. All locations and programmes are selected to enable inclusion of children and families with special needs such as learning difficulty, disability and developmental delay.

The programme supervisor will discuss fully with parents, the child’s requirements: medication, diet and supervision requirements, which will be recorded with the child’s enrolment form.

The programme supervisor will assess how the child’s needs may be catered for and discuss this approach with parents and staff.

The safety of the child and other children in the programme will be a major consideration. Children cannot be included in the programme if their behaviour or the level of supervision required, compromises programme supervision and safety. The programme supervisor may offer enrolment for an initial trial period.

The programme supervisor will ensure that all staff and volunteers are fully aware of the child’s requirements and that they feel confident to provide the necessary care. Each case will be considered individually and every effort will be made to include the child within the limits of the programme’s resources.

## Management Structure / Governance

The Operations manager will maintain regular communication with programme staff, by being on-site at the programme and phone contact with the supervisor, and with the Conscious Kids Directors through a report after each holiday programme.

Conscious Kids directors will review insurances annually to ensure there is appropriate coverage for significant risks.

The programme policies will be reviewed annually by the Operations manager in consultation with programme staff and report to the Directors.

Parent feedback and complaints will also be taken into account when reviewing policies.

A full set of policy documents will be available for parents to view by the sign in/out sheets at the programme venue and online.

## Record-keeping and privacy

Conscious Kids maintains accurate records of current enrolments, attendance, health information and all medication administered by staff. All Information is kept in accordance with the Privacy Act 1993.

Information on each child is collected on an enrolment form directly from parents/caregivers or other authorised person. As part of the enrolment procedure parents/caregivers are advised that they are responsible for notifying the programme of any changes of details and that they can view and correct their child’s information by notifying the programme supervisor.

Information collected about children is used only for providing care during in the OSCAR programme.

Photographs of children may be used for advertising the programme, unless parents state otherwise.

Enrolment information is stored securely and accessible on-line for the programme supervisor, manager and admin staff. Enrolment information will only be kept while the child attends the programme and then will be disposed of securely. Health and safety records (such as incident reports) may be kept for a longer period and will be securely archived.

This information will not be shared with other persons or agencies without the consent of the parent / caregiver, except where there is a concern about safety and welfare of a child and as advised by the Police or Child, Youth and Family.

## Insurance

**(See also Insurance Certificate of Liability; Appendix F)**

Conscious Kids is insured under a General Liability policy held with IAG New Zealand for the business of overseeing children recreational services.

## Financial management

The Conscious Kids Hamilton Programme will be run in a manner which maintains sound monitoring of day to day finances. The programme will be accountable to the programme management and any relevant outside agencies and funders.

McGregor Bailey, Chartered Accountants will prepare financial statements and complete the tax returns for Conscious Kids Pt Chev Limited.

Income is derived through programme fees for school holiday programmes.

ONLINE BOOKING:

Programme fees are received through Paypal and transferred to the designated bank account throughout the year. At the financial year end, the Paypal balance is cleared to zero.

Any programme fees received in advance are recognised as such in the year end accounts.

MANUAL BOOKING:

Programme fees can also be banked direct to the bank account for the Conscious Kids company for which the child is enrolled. Ie if the child is enrolled at CK Northcote Limited, the caregiver may opt to pay direct to the bank account, rather than use Paypal.

The bank feeds from each entity’s bank accounts are uploaded on a daily basis into a software programme called Banklink. The coding is performed by McGregor Bailey on a monthly basis. If it is unclear as to what the expenses relate to, the Operations Manager and/or the Directors are contacted to gain a clear understanding as to what the transaction was for to ensure correct coding at source.

When the financial statements and tax returns are prepared, the coded Banklink data is downloaded into MYOB. The items on the balance sheet are substantiated and the year end journals are processed to allow for year end accruals (such as PAYE owing or fees received in advance), intercompany recharges, home office costs, allocations of shareholder salaries, mileage claims, Paypal fees and any other out of pocket costs incurred by the shareholders.

Intercompany recharges are required as the majority of purchases are made through the original company Conscious Kids Limited in bulk for items such as wet weather gear, climbing ropes, cones for games etc. At year end, costs are allocated to the various entities, based on the number of children attending programmes, where costs can’t be specifically identified.

It is the Directors’ responsibility to :

* Set the Annual Budget in consultation with the Operations Manager
* arrange for the annual auditing of accounts and submit required annual returns to the companies office.
* Ensure all legal obligations for wage records, tax, GST and ACC are met

It is the Operations Manager's responsibility to:

* Keep clear financial records
* Holiday programme related financial expenses are recorded accurately and submitted on time with receipts to McGregor Bailey, Chartered Accountants
* Ensure government funding is accounted for separately from other income
* In conjuction with the Directors, secure ongoing funding to ensure the programmes are sustainable and staff/volunteers trained.
* Process payments for wages every Tuesday after the holidays and keep precise wage records; submit the employer monthly schedule to IRD and pay related taxes by the 20th of each month
* Reimburse any purchases done by the Programme Supervisor in a timely manner and update financial records

The Programme Supervisor may be asked to buy some extra items needed for the running of the programme - purchases of equipment over the value of $50 must be approved by the Operations Manager unless specifically itemised in the annual budget. The Programme Supervisor needs to send a digital (or physical) copy of the receipt/s to the Operations Manager who will reimburse the expenditure in a timely manner.

**Fees**

BOOKINGS AND PAYMENT

* Payment must be made at the time of Booking by Credit Card.
* Manual Enrolment is possible if the parents fill out the enrolment form received via email. All manual enrolments have to be inserted manually in the system – Sellticket by the Operations Manager. Payment is possible via bank transfer.
* If payment and the enrolment form is not received, then Bookings will not be accepted.

CANCELLATIONS

 (a) There will be a $15.00 per child / per day administration fee for all bookings being transferred or changed BEFORE the holiday programmes start. NO BOOKINGS WILL BE CHANGED OR TRANSFERED ONCE THE PROGRAMME HAS STARTED.

(b) Cancel a Booking more than 7 days before the start date of the activity, a refund will be made LESS an administration fee of $15.00 per child / per day.

(c) Cancel a Booking between 7 and 3 days before the start date of an activity, a refund will be made LESS an administration fee of $25.00 per child / per day.

(d) Cancel a Booking within 2 days before the start date of the activity or fail to attend the activity, NO REFUND will be made.

(e) Fail to attend the activity due to illness or injury of the child, and then a refund will be made on production of a medical certificate LESS $10.00 per child / per day administration fees.

(f) If it is necessary to exclude a child from further participation in an activity, due to bad and disruptive behaviour, or because the child refuses to continue in the activity, parents/caregivers will be promptly notified and will need to immediately pick up the child. Conscious Kids will not be responsible for any partial refund.

 (g) If the activity is cancelled, a FULL REFUND will be granted directly back onto the personal credit card. Conscious Kids will do its best to inform families in good time of any cancellation.

## Programme policy accessibility

#### Holiday Programme policies, terms and conditions are available on the website (ConsciousKids.co.nz) in a downloadable .pdf format.

## Complaints

Parents will be informed on enrolment that there is a complaints procedure. This will be included in information given to parents at enrolment and clearly stated on the terms and conditions. This information will include the contact details of MSD Approvals, should parents wish to raise the matter there.

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

1. Approach the programme supervisor who will attempt to resolve the matter. (The manager may be approached initially if preferred.)
2. If the parent is still unsatisfied they should contact the directors.
3. Further concerns/complaints must be made in writing and must contain details of the grievance and desired outcomes. The manager will respond to the complaint within 14 days. Where possible, a mutually agreeable outcome will be sought.

If a parent wishes to take the matter further they can raise it with MSD Approvals, who are responsible for granting the programme approval as an OSCAR provider.

The supervisor will keep the Operations manager of any verbal complaints received. The Operations manager will maintain a register of complaints – both verbal and written.

# Appendix

## Appendix A: Information provided post-enrolment for parents

**IMPORTANT INFORMATION FOR PARENTS**

**Hamilton - Hardy Centre / Spring Programme**

**Drop off - 9 amPick up - 4 pm**

Here is all the information you need to know for the day. Please let us know if you have any questions or concerns. You can email info@consciouskids.co.nz

The children need to be well prepared to get the most enjoyment out of the day. Cold, wet, or hungry children can't play happily.

**What you MUST pack:**

* Minimum 3 full sets of clothing including underwear and socks. Thermals are highly recommended
* sun hat
* Sunblock
* Towel
* Plastic bags for wet clothes
* LOTS of food. They will get far more hungry than they do sitting in a classroom all day.
* Large Drink bottle
* Shoes suitable for bush walking.
* Gum Boots
* GOOD QUALITY RAINCOAT AND WATERPROOF PANTS
Waterproof pants are compulsory for wet days. We offer waterproof pants for sale on our [online shop](https://www.consciouskids.co.nz/shop?instance=F9FafijdMwPV1yJDoP3-cg1UI5mcwIH0EwyFhZBjQV4.eyJpbnN0YW5jZUlkIjoiOTI0YmVjNmItNTQ4My00YWVkLTk5NGYtOGY2YTYzMTJjYjk5IiwiYXBwRGVmSWQiOiIxM2U2MTUxYi04MzdkLThlZjgtOWNkMi1kZGNkY2Q4MGZlN2EiLCJzaWduRGF0ZSI6IjIwMTgtMDMtMDdUMDQ6NTI6NTQuOTkwWiIsInVpZCI6ImIzZjExNjU1LWZjMzktNDVjNC1iZGEzLTg0ODgwOGM1OTMyMyIsInBlcm1pc3Npb25zIjoiT1dORVIiLCJpcEFuZFBvcnQiOiIyMDMuMTczLjIxMC4xMTUvNDg2MDYiLCJ2ZW5kb3JQcm9kdWN0SWQiOiJwcmVtaXVtIiwiZGVtb01vZGUiOmZhbHNlLCJzaXRlT3duZXJJZCI6ImIzZjExNjU1LWZjMzktNDVjNC1iZGEzLTg0ODgwOGM1OTMyMyIsInNpdGVNZW1iZXJJZCI6ImIzZjExNjU1LWZjMzktNDVjNC1iZGEzLTg0ODgwOGM1OTMyMyJ9&instance=F9FafijdMwPV1yJDoP3-cg1UI5mcwIH0EwyFhZBjQV4.eyJpbnN0YW5jZUlkIjoiOTI0YmVjNmItNTQ4My00YWVkLTk5NGYtOGY2YTYzMTJjYjk5IiwiYXBwRGVmSWQiOiIxM2U2MTUxYi04MzdkLThlZjgtOWNkMi1kZGNkY2Q4MGZlN2EiLCJzaWduRGF0ZSI6IjIwMTgtMDMtMDdUMDQ6NTI6NTQuOTkwWiIsInVpZCI6ImIzZjExNjU1LWZjMzktNDVjNC1iZGEzLTg0ODgwOGM1OTMyMyIsInBlcm1pc3Npb25zIjoiT1dORVIiLCJpcEFuZFBvcnQiOiIyMDMuMTczLjIxMC4xMTUvNDg2MDYiLCJ2ZW5kb3JQcm9kdWN0SWQiOiJwcmVtaXVtIiwiZGVtb01vZGUiOmZhbHNlLCJzaXRlT3duZXJJZCI6ImIzZjExNjU1LWZjMzktNDVjNC1iZGEzLTg0ODgwOGM1OTMyMyIsInNpdGVNZW1iZXJJZCI6ImIzZjExNjU1LWZjMzktNDVjNC1iZGEzLTg0ODgwOGM1OTMyMyJ9&instance=Nk084adfQd830sroniZImQjyWQk-cGXeBKB79XB9ZO8.eyJpbnN0YW5jZUlkIjoiOTI0YmVjNmItNTQ4My00YWVkLTk5NGYtOGY2YTYzMTJjYjk5IiwiYXBwRGVmSWQiOiIxM2U2MTUxYi04MzdkLThlZjgtOWNkMi1kZGNkY2Q4MGZlN2EiLCJzaWduRGF0ZSI6IjIwMTgtMDUtMjlUMDY6NDc6MDUuNTA4WiIsInVpZCI6ImIzZjExNjU1LWZjMzktNDVjNC1iZGEzLTg0ODgwOGM1OTMyMyIsInBlcm1pc3Npb25zIjoiT1dORVIiLCJpcEFuZFBvcnQiOiIxNTAuMTA3LjE3NS4xNTkvNTg4OTQiLCJ2ZW5kb3JQcm9kdWN0SWQiOiJwcmVtaXVtIiwiZGVtb01vZGUiOmZhbHNlLCJzaXRlT3duZXJJZCI6ImIzZjExNjU1LWZjMzktNDVjNC1iZGEzLTg0ODgwOGM1OTMyMyIsInNpdGVNZW1iZXJJZCI6ImIzZjExNjU1LWZjMzktNDVjNC1iZGEzLTg0ODgwOGM1OTMyMyJ9&instance=jcFqGxhGL76dLtW9DHUgQ5-chY1xtl3MloiyzgyQPe8.eyJpbnN0YW5jZUlkIjoiOTI0YmVjNmItNTQ4My00YWVkLTk5NGYtOGY2YTYzMTJjYjk5IiwiYXBwRGVmSWQiOiIxM2U2MTUxYi04MzdkLThlZjgtOWNkMi1kZGNkY2Q4MGZlN2EiLCJzaWduRGF0ZSI6IjIwMTgtMDktMDJUMjI6MTI6NTcuMTA3WiIsInVpZCI6ImIzZjExNjU1LWZjMzktNDVjNC1iZGEzLTg0ODgwOGM1OTMyMyIs).
* They need 2 bags, 1 for clothing and a backpack one for lunch, drink and trips.

**GETTING THERE**

The pickup and drop off point will be at a very Hardy Centre - Girls Guiding Hall at 18 Hungerford Cres, Hamilton East. Look up for our flag from the road. [Click here](https://www.google.co.nz/maps/dir/%27%27/hardy%2Bcentre%2Bhamilton/%40-37.8026413%2C175.236957%2C12z/data%3D%214m8%214m7%211m0%211m5%211m1%211s0x6d6d1f2cf3a0a0f7%3A0x1c40c79b0ac0024c%212m2%211d175.306997%212d-37.802662?instance=jcFqGxhGL76dLtW9DHUgQ5-chY1xtl3MloiyzgyQPe8.eyJpbnN0YW5jZUlkIjoiOTI0YmVjNmItNTQ4My00YWVkLTk5NGYtOGY2YTYzMTJjYjk5IiwiYXBwRGVmSWQiOiIxM2U2MTUxYi04MzdkLThlZjgtOWNkMi1kZGNkY2Q4MGZlN2EiLCJzaWduRGF0ZSI6IjIwMTgtMDktMDJUMjI6MTI6NTcuMTA3WiIsInVpZCI6ImIzZjExNjU1LWZjMzktNDVjNC1iZGEzLTg0ODgwOGM1OTMyMyIsInBlcm1pc3Npb25zIjoiT1dORVIiLCJpcEFuZFBvcnQiOiIyMDMuOTQuMzQuMTQ4LzY5MjAiLCJ2ZW5kb3JQcm9kdWN0SWQiOiJwcmVtaXVtIiwiZGVtb01vZGUiOmZhbHNlLCJzaXRlT3duZXJJZCI6ImIzZjExNjU1LWZjMzktNDVjNC1iZGEzLTg0ODgwOGM1OTMyMyIsInNpdGVNZW1iZXJJZCI6ImIzZjExNjU1LWZjMzktNDVjNC1iZGEzLTg0ODgwOGM1OTMyMyJ9) to get the directions.

Please arrive on time as we will have a morning meeting and will need everyone to be there before we start.

**SIGNING IN**At 9:00am (not before that), you will need to sign your children in. The children should come to the sign in desk and get a vest and name tag.

**BEHAVIOR**
If we don't know your child and you feel there is information we should know about them that you haven't already put in the enrollment form, then please email or call us. We need to know if your child:

* Struggles to follow instructions
* Likes to break set rules
* Will run off if they are upset or hurt
* Is extremely shy and won't approach an adult if they have a problem
* Often gets involved in fights with other children
* Has toileting issues
* Takes risks that are beyond their capabilities e.g will jump from something that is way too high without thinking

None of these behaviours will stop your child taking part, we just need to know about them so we can adjust supervision and plan accordingly.

We look forward to meeting you and your children soon!

**The Conscious Kids Team**

**Want to talk to someone?**

**The best way to get in touch is to shoot us an email. See our office hours below!**
During the holidays 8 -10 am and again 5 - 8 pm.
During the term 10 am - 3 pm

We'd love to reply right away but if it doesn't happen it's because we're either knee deep in adventure, or our hands are just too muddy to type at the moment...

## Appendix B: Abuse Reporting Form

 

## Appendix C: Staff Code of Conduct

**(provided with New Staff Induction Pack)**

Conscious Kids aims to create environments for children that are stimulating, fun, caring and safe. We recommend that all staff commit to these guidelines that cover, in general terms, conduct and professional relationships.

This document should be read in conjunction with your job description and employment agreement that explains the specific requirements of your role on our team.

Please refer to the Conscious Kids policies and procedures for specific guidelines on behavior management, child protection, health and safety and employment matters.

***Treat all children with dignity and respect***

It is essential that all staff appreciate the important role that Conscious Kids’ services play in children’s development, especially how they shape children’s social and interpersonal skills, and their sense of self-worth.

 *This means:*

* recognise that all children have the right to feel safe and to be safe
* do not physically punish children or in any way intentionally harm children either physically or emotionally e.g. by ridiculing, threatening, or abusive behavior
* provide physical comfort or reassurance when needed by children, but exercise caution and restraint when initiating physical contact or displaying signs of affection
* clearly communicate programme rules and boundaries to children and be fair and consistent when responding to misbehavior
* take care to ensure any activity suits the age and ability of the children participating
* encourage and assist, but do not force children into an activity
* consistently monitor children’s changing needs during the programme session and respond appropriately

***Always be aware of safety and “duty of care”***

Staff have a professional and legal obligation to consistently monitor and assess the safety of children and to act to reduce or eliminate unacceptable risks. This is a “duty of care” and it continues for the entire time that children attend the programme, until they are released to the care of a parent/caregiver or other authorized person.

*This means:*

* when supervising children, give this task your complete attention
* if a situation is unsafe, act immediately and get assistance if required
* if a you see any possibility that an activity could cause an accident or injury, stop the activity immediately
* monitor yourself and others (staff/visitors) to avoid situations where an adult is alone with a child
* keep other staff informed about your whereabouts and immediate duties
* act promptly to report any observations or concerns regarding child abuse or mistreatment, following processes in

the relevant programme policies

* discuss incidents where safety was a concern with other staff in order to raise awareness and improve practices

***Be an effective and respectful team member***

Staff relationships need to be positive and supportive, both to ensure the smooth running of the programme and to create a positive environment for children.

 *This means:*

* work co-operatively with other staff towards programme goals
* practice polite and calm communication at all times
* support other staff to become more confident and skillful in their work
* demonstrate a commitment to professional development, including regular child protection training
* ask for help and advice whenever it is needed and you can expect to get help and to not be criticised for seeking help
* when conflicts arise within the team, you seek to resolve matters constructively and if formal procedures are implemented, all parties co-operate throughout the process

***Maintain appropriate personal conduct at all times***

Staff are expected to behave in a professional and responsible manner, while not losing sight of the need to promote fun, enjoyment and friendly, informal relationships with children and staff.

*This means*:

* ensure you understand your job description
* provide an appropriate role model for children’s behaviour
* be punctual and ready for work at the required time
* dress appropriately and be ”fit for work\*”
* no smoking at the programme
* do not discuss adult topics around children
* have friendly and courteous interactions with parents
* maintain professional boundaries with children – if there any personal relationships with children at the programme, you need to keep personal matters confidential and ensure all children are treated without bias or favouritism
* respect the confidentiality of any conversations with parents about their children
* respond appropriately to any complaints about the programme and if you have any concern or grievance yourself, report this using the appropriate procedure

***Fit for work***

Staff should turn up for work, ready and fit to perform their role in a safe and professional manner.

*Being “fit for work” means:*

* being dressed appropriately (wearing a company shirt when provided and possessing appropriate outdoor gear including a change of clothing/ swim wear when required based on weather and venue location)
* do not bring children or siblings with you unless the Programme Manager has agreed to this
* not being under the influence of drugs, alcohol or other substances that reduce your ability to perform programme duties

***Serious Misconduct***

Acts of serious misconduct may result in staff having their employment with the programme terminated without further notice or formal warning.

*Examples of serious misconduct:*

* failure to disclose criminal convictions
* abusive or offensive behaviour to any other person in the course of employment
* theft, vandalism, or unauthorised use of property
* falsification of programme records
* bringing into or consuming at the programme, non-prescribed drugs, or other dangerous substances
* the disclosure to unauthorised persons of any confidential information
* failure to record and report a work place accident
* harassment of programme staff or families

## Appendix D: Medication Consent form

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| **Medication Form** | **(HS7)** |  |  |  |
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|  |  |  |  |  |  |  |
| Consent for Medication for:…………………………………………………………………………… |
|  |  |  |  |  |  |  |
| Please give details of medication, dosage etc.………………………………………………………………. |
| ………………………………………………………………………………………………………………………………………………. |
| ………………………………………………………………………………………………………………………………………………. |
|  |  |  |  |  |  |  |
| Date Administered From………………………………………. to………………………………………….. |
|  |  |  |  |  |  |  |
| *I consent to programme staff administering the above medicines to my child.* |
|  |  |  |  |  |  |  |
| Signed…………………………………………… date……………………………….. |
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|  |  |  |  |  |  |  |
|   |   |   |   | **STAFF** |   |   |
| **Date** | **Time** | **Name of Med.** | **Dosage** | **Administered by** | **Checked by** | **Signature of Guardian** |
|   |   |   |   |   |   |   |
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## Appendix E: Sample Enrollment Form (Provided during online enrollment process)

### Please complete the form below to checkout

Top of Form

Parent/ Caregiver Name

Email

Repeat Email

Mobile Phone Number

Address Line 1

City

State

Zip Code

Child Name # 1

Age

          5     6     7     8     9     10     11     12

Child Name # 2 (Skip if not applicable)

Age

          5     6     7     8     9     10     11     12

Child Name # 3 (Skip if not applicable)

Age

          5     6     7     8     9     10     11     12

Child Name # 4 (Skip if not applicable)

Age

          5     6     7     8     9     10     11     12

Child/ Children's School

Other people authorized to collect your child/ children

Alternative emergency contact name

Relationship to child/ children

Mobile Phone Number

Doctor's name

Doctor's telephone number

Does your child/ children have any particular health needs? e.g. allergies, asthma, etc.

Any behavioral issues that we need to be aware of, or diagnosed conditions (eg ADHD, ASD)?

Comments and/ or further information about your child/ children.

Does your child have cultural or ethnic considerations you would like us to be aware of?

          YES     NO

If YES, please details any special considerations below (ie: dietary).

How did you hear about our Conscious Kids Programmes?

FacebookFlyers/PostersLocal Newspaper/MagazineSchool NewsletterFriendsHave been to CK before

I agree to the terms and conditions

Bottom of Form

Bottom of Form

## Appendix F: Medication Consent Form

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| **Medication Form** | **(HS7)** |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| Consent for Medication for:…………………………………………………………………………… |
|  |  |  |  |  |  |  |
| Please give details of medication, dosage etc………………………………………………………………. |
| ………………………………………………………………………………………………………………………………………………. |
| ………………………………………………………………………………………………………………………………………………. |
|  |  |  |  |  |  |  |
| Date Administered From………………………………………. to………………………………………….. |
|  |  |  |  |  |  |  |
| *I consent to programme staff administering the above medicines to my child.* |
|  |  |  |  |  |  |  |
| Signed…………………………………………… date……………………………….. |
|  |  |  |  |  |  |  |
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|  |  |  |  |  |  |  |
|   |   |   |   | **STAFF** |   |   |
| **Date** | **Time** | **Name of Med.** | **Dosage** | **Administered by** | **Checked by** | **Signature of Guardian** |
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