

Conscious Kids Programme Policies

Approved November 2016 - Review Date November 2017





Enrollment and Fees policy:

- When enrolling your child, or another child, you must provide all the Information that we request, as this is important for the child's welfare and safety. After completing the registration section on the website please ensure you complete all fields when adding a child to your registration.
- Payment must be made at the time of bookings by Credit Card or PayPal Transfer. If payment is not received, then bookings will not be accepted.

Cancellations:

If you:

(a) There will be a \$10.00 administration fee for all bookings being transferred or changed BEFORE the holiday programmes start. NO BOOKINGS WILL BE CHANCED OR TRANSFERED ONCE THE PROGRAMME HAS STARTED.

(b) Cancel a Booking more than 7 days before the start date of the activity, you will receive a refund LESS an administration fee of \$20.00.

(c) Cancel a Booking between 7 and 3 days before the start date of an activity, you will receive a refund LESS an administration fee of \$25.00.

(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 \$5.00 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, you will be promptly notified, and you will need to immediately pick up your child. Conscious Kids will not be responsible for any partial refund, which will be at the sole discretion of the activity provider.

(g) If the activity is cancelled, you will receive a FULL REFUND directly back onto your credit card.

We will do our best to inform you in good time of any cancellation.



Late Pickup:

- All children must be collected on time.
- Parents will be charged \$10 for every half hour after 4.15pm.

Signing in and out:

- 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.

Supervision plan

- 1) At least 1 person with a current first aid certificate will be present at all times.
- 2) All programs will operate with an adult: child ratio of no higher than 1 : 8
- 3) A minimum of 2 adults will supervise any programme.
- 4) 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.
- 5) All attending children will be allocated an adult who will be responsible for knowing their whereabouts at all times.
- 6) 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.
- 7) Regular head counts will be done throughout the day to ensure the safety of all children.
- 8) 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.
- 9) 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.
- 10) 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.
- 11) 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.



Extra guidelines for staff and volunteer supervision:

§ When staff is supervising they should be constantly observing all children in the area they are responsible for.

§ Staff should watch the playground boundaries constantly (children are to be made aware of these beforehand).

§ Staff should position themselves so they can best see all the children.

§ Staff should not join in on an activity if they will be unable to maintain good supervision.

§ Staff should 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 moving the children to another place where they will be properly supervised

§ In an emergency situation staff need to make sure 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.

§ Duty of Care means that 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.

§ Staff will inform the coordinator as soon as possible if there are any injuries, incidents, dangerous behavior and unsafe equipment etc.

Toileting and Changing Policy

1. Children will inform their allocated adult if they need to use the toilet.
2. If using the pool toilets visible from the teepee area children may go by themselves.
3. Children will inform their allocated adult when they are back from the toilet.
4. 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.
5. 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.
6. 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.
7. Due to the nature of the programme it is very likely children will get wet and/or dirty and require changes of clothes. Children will be required to manage this process independently and be responsible for keeping track of all their own belongings. Parents must inform Conscious Kids if their children will have trouble with this process for any reason.



8. If children get very muddy they will have the option of being “hosed down” – if a hose is available at the location. Children must always keep their underwear on at all times. No child will be 'hosed down' without their consent.

Accidents and First Aid

- A first aid kit will be kept on site and taken on excursions along with emergency contact numbers. Kits are checked before 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 supervisor
 2. Appropriate first aid will be administered
 3. 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.
 4. 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.
 5. If the situation is urgent, the supervisor will take necessary actions and inform parents as soon as it is possible.
- All accidents and incidents are recorded (Using accident/incident forms).
- Minor injuries will be recorded by staff and parents notified 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 which the parent must sign.

Missing Children

Formal attendance checks will be made regularly and often during the day. If a child is found to be missing the following procedure will be followed:

1. Staff will conduct a thorough search.
2. The programme management will be informed as soon as possible.
3. Parents will be contacted



4. If necessary the police will be contacted

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.

General :

- 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 enrollment and all staff are made aware of these
- If children have moderate to severe asthma or severe allergies then a personal action plan must be supplied to programme staff.
- 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.

Food handling and hygiene

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

Unwell children

- If a child becomes ill during the day they will be made comfortable in whatever area is most comfortable.
- Parents will be notified and expected to collect the child as soon as possible.
- If staff are concerned about the health of a child and feel the matter is urgent they will first ring the parent, then if the parent cannot be contacted they will ring the emergency contacts. If necessary the children will be moved (possible by private vehicle) to the nearest medical facility and a staff member will remain with a child while parents are notified. If it is not safe appropriate to move the child, an ambulance will be called.



Medicines

- If a child is to be administered medication at the programme, parents must confirm details of the medication in writing and when/how to use it. In the case of any medication the child will administer themselves, parents must specify this.
- Staff will ensure that all medicines are stored safely including those that children are allowed to self-administer e.g. asthma inhalers. There will be no risk of medicines being mixed up or tampered with by other children.
- Staff will keep a record of all medication given and parents are required to check and sign this daily.
- All medical records kept by the programme are strictly confidential.
- All medicines must be clearly labeled, showing the child's name, and dosage.
- Staff will only administer medicines in accordance with the written dosage.

Positive guidance Policy:

Children will be treated with respect and dignity at all times and given positive guidance to promote developmentally appropriate behaviour to enhance their social competence. 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.

1. 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 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)**
2. All children must understand and agree to the rules
 3. 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.



4. When conflicts arise children will be encouraged to resolve the situation themselves. Adults may provide guidance to facilitate this process.
5. At no time will any adult enforce punitive discipline such as physical punishment, isolation from the group or the use of demeaning language.
6. In the case of repeated occurrences of extreme behavior that compromise the safety of children or adults on the programme, parents may be contacted and asked to collect the child. No refund will be given in this case.

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:

- Diarrhea - 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. Diarrhoea or loose stools present a particular risk, even if the cause is not an infectious disease, as it makes it difficult to maintain normal hygiene. Even micro-organisms (germs) that normally present in the gut can cause health problems if consumed (e.g. passed into the mouth by contaminated hands or objects). 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 noncommunicable condition. Repeated vomiting suggests an infection, so the child should be taken to a GP for a diagnosis. 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 24 hours.

Please note physical disabilities and special needs should never stop a child attending a programme. Our programmes are inclusive to all children and special arrangements can be made to cater a programme to suit the needs of all children. Please contact Conscious Kids if you have a child with special needs that you would like to attend a programme.

Health and Safety Policy

Conscious Kids is committed to maintaining a safe and healthy working environment for the safety and health of our employees and other persons in the workplace. Health and safety is everyone's business, and everyone is expected to share in our 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.

We 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 we will:

- Systematically identify and control all hazards in our workplace. Where there are significant hazards we will take all practicable steps to eliminate, isolate and or minimise these hazards to prevent any injury or damage.
- Inform all employees of these hazards and the hazard controls.
- Ensure all employees are properly trained and supervised.
- Inform all employees of emergency and evacuation procedures.



- 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.

Risk Assessment & Hazard Management Policy

1. 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.
2. A staff member will check the programme environment at the beginning of each day, paying special attention to the weather and any changes it may have caused in the environment.
3. Any new hazards identified will be added to the Risk Benefit Analysis Form and all staff and volunteers will be made aware of these and strategies to minimise the risk.
4. In addition to these regular safety checks the programme will complete a Risk Benefit Analysis form for all programme locations.
5. All staff and volunteers will review this form during training and be trained in the strategies identified.
6. A paper copy of the completed Risk Benefit Analysis Form will be available on site for parents and staff to view and add to if necessary.

Emergency Procedures

Earthquake and Fire

- 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. 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.

Fire

- 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

Earthquake

If inside - Crouch in safe place, under desk or tables, stay away from windows and cupboards or other objects that could fall. If outside - Drop to the ground and adopt the turtle position, tucked in a ball hands over head .

- When shaking stops check for injuries and any hazards
- Be alert for after shocks Staff will conduct a full evacuation drill once per programme.

Wet weather Policy

1. Conscious Kids believes there are numerous benefits from children being outside in all weather conditions. Wet weather does not contribute to colds and flu, germs do.
2. Our programmes are predominantly Nature Based and indoor venues will not be used unless bad weather is extreme e.g very high winds, lightning.
3. All children should arrive at the programme with clothing appropriate to the conditions.
4. Conscious Kids will not supply wet weather gear.
5. 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.
6. Children will be encouraged to be responsible for managing their own temperature status.

Complaints Policy

The complaints policy will be included in the information given to all parents before the start of a programme. In general, if any parents have complaints about the programme or staff members, they should:

1. Approach the coordinator who will attempt to rectify the situation.



2. If the parent is still unhappy they should put the complaint in writing with details of the grievance and desired outcomes. The management of Conscious Kids will respond to the complaint within 14 days. Where possible, a mutually agreeable outcome will be sought.
3. If a parent wishes to take the matter further they can approach Child, Youth and Family.
4. Wherever possible the requests of parents will be incorporated in programme planing and design.

Fire lighting Policy

- Make sure the first aid kit is suitable for burn treatment
- Go through the fire making rules with children
- Keep all fire making equipment away from and inaccessible to children unless they are actively involved in lighting the fire with supervision from an adult
- If there is a fire pit on site always use it
- Select a site that is away from overhanging trees
- Clear the area of trip hazards and other debris
- Create a fire circle of 2 meters around the fire pit
- Clear the area for the fire pit of leaf litter and make sure the fire pit is on nonflammable material. e.g. Clay, stony soil or muddy brown soil
- Keep fuel for the fire outside the fire circle
- Fire making equipment must be kept away from the fire when fire is lit e.g. matches or fire lighter
- Make sure the fire is of a small and manageable size
- Have water available before lighting the fire
- 1 adult inside the fire circle when the fire is lit and the others supervising the children
- Children are not to be inside the fire circle unless with an adult and then only 1 child at a time
- When making or cooking on the fire adopt a one-legged kneeling position to avoid overbalancing and tipping forward.
- After the fire activity make sure the embers are spread and doused with water until completely out and cold All adults must be familiar with burn treatment first aid.

Sun safe Policy

For all programmes running before or after terms 1 and 4 the following sun safe procedures will be enforced:



- Hats worn at all times when not in the shade
- Clothes with a good covering of the body to be worn when in the sun e.g boys to keep tops on, rash shirts when on the beach
- Drink bottles will be kept in an easily accessible location in the shade and children will be reminded to drink plenty of water. Drink bottles should be refilled through the day if empty
- Sunscreen to be applied in the morning at the start of the session and reapplied every 3 hours and/or after swimming
- Parents will indicate on the sign in sheet at drop off if they have already applied sunscreen
- Parents will be asked to supply named sunscreen in their child's bag
- Conscious Kids will have sun screen available for children who do not have their own.
- Sunscreen will be applied while in small groups with their allocated adult
- Children will be encouraged to apply their own sunscreen but will be watched and checked by an adult.
- Before swimming any new areas of exposed skin should have sunscreen applied 15 minutes before entering the water.

Water Safety Policy

Conscious Kids holiday programmes encourage swimming, in pools, and natural water features like the beach, lakes and rivers, as an important part of growing up in New Zealand. The benefits are great but so to are the risks so a very high level of supervision will be maintained at all times and regular risk assessments and policy reviews will be carried out.

Pool Supervision

An adult to child ratio, and maximum group size will be established for each pool / water activity, recorded in the risk assessment form and clearly communicated to staff and parent helpers.

Supervision guidelines are specified in the Staff Water Safety Handbook and will include: separation of age/ability groups; staff location for best visibility; clearly allocated roles / responsibilities; regular head counts / buddy checks.

Supervision and/or interaction with non-swimmers will not be allowed to interfere with supervision of swimmers.



If required, staff and parent helpers will not hesitate to direct swimmers to safely leave the water and promptly account for all swimmers.

A teacher or staff member will be on-site at all times and will monitor other parent helpers for fatigue / distraction.

Rules and behavior expectations will be acted on quickly and with no leeway – one warning and then disruptive swimmers will be asked to leave the pool.

Risk Assessment

A separate risk assessment will be completed and documented for each pool or water excursion. Existing risk assessments will be reviewed after each activity and referred to before future activities in the same situation.

Pool Rules

Will be displayed and reinforced with children before entry to the water. Rules will include:

- Walking around the pool (no running)
- Enter the water safely: feet first
- No jumping or diving (unless supervised and in deep water)
- No pushing or dunking
- Tell an adult if you leave the pool
- Use the bathroom before swimming
- Wear a rash shirt when swimming

Pre-Swim Check

Will be completed before each swimming session

- Condition of pool / hazards / water quality
- Suitable swim wear
- Health / hygiene check – sores, illnesses etc.
- Sunscreen
- Toilet stop / shower
- First aid kit / fluids /hydration
- Flotation aids on hand
- Group size and ratios / allocation of staff / swimming buddies
- Non-swimmers check and activity assigned

Emergency Procedures

- Attempt communication with swimmer – check for response



- Alert supervisor.
- Closest adult takes required action – water rescue / aid swimmer – with assistance of flotation aids
- Supervisor in charge – assesses safety / gives signal to clear water
- Students leave water with buddies - roll call / buddy check
- Administer first aid as required
- Assess safety before re-entering water

Health and Hygiene

- No swimming for 2 weeks in the case of diarrhea or vomiting.
- Open sores must be covered when swimming.
- No swimming where there are infectious diseases like school sores or chicken pox – can swim when chicken pox sores are scabbed over.
- Swimmers should avoid holding their breath and swimming for long distances underwater, due to the risk of “shallow water blackout”.

Beach swimming supervision:

- Water conditions including temperature, waves, possible rips, sudden changes in depth, will be assessed by the supervisor before any children enter the water.
- Supervisor to set ratio (up to a maximum of 1:6) and swimming group size on the day considering total group size, and skill level.
- Children will swim in the ocean in small groups with similar ability levels.
- Adults to form a boundary in the water with a floating rope between 2 adults to form a physical boundary at the deepest point allowed.
- All children to wear a rash shirt or wetsuit.
- Children will be monitored for getting too cold. Those showing signs of significant chill (blue lips, shivering, and drop in activity level) will be removed from the water and warmed up.