

Whangaparaoa School After School Care Policy & Procedures Condensed Version 18.

Thank you for your interest in our program. This is a little information that may help to answer any questions you may have about the way we operate. Otherwise please feel free to contact Karen at any time for answers to any questions that may arise. It is our intention to make this experience for you and your children a happy, comfortable, fun, safe and friendly one, creating lots of wonderful memories and life skills. We will always advise you if your child is unhappy, unwell, or injured and in return we would expect you to advise us if you or your child is concerned or unhappy. We feel privileged that we can be part of you and your children's life experience at Whangaparaoa Primary School.

All children between Y0 and Y6 will be welcome at our program. Special Arrangements can be trialed for older children, or children attending other schools. *However, we reserve the right to refuse service to anyone for any reason at any time.*

INVOICING / PAYMENTS: Cash, **Cheque**, Eftpos or Internet. Cheques to be made payable to Whangaparaoa School After School Care. Receipts are always be issued when paying direct to staff at Before/After School Care/ Holiday Program. Children attending regularly and/or holiday programs will be invoiced weekly - these are emailed the following week of care. Any extra Holiday charges will be advertised on booking form e.g. resources, extra equipment, any outings or trips etc. Holiday charges may be required to be fully paid before commencement of the Program.

OVERDUE ACCOUNTS Our program requires fees to be paid Weekly. **Failure to pay on time may result in** clients losing their child/rens placement and will result in the account being passed to a Collection agency which will incur penalty charges

BEHAVIOUR Our programs are not equipped to accept children with extreme behaviour issues or children running off. They are designed to ensure that children and families experience an environment where they are safe, secure, respected and their dignity is protected. Every child will be given positive guidance, directed towards acceptable behaviour, with praise freely given and blame and admonition kept to a practicable minimum. At no time will a child be punished by hitting, withholding drinks or food, isolation from the group (**unless violent**), abusive, demeaning or condescending comments. If a child misbehaves or ignores program rules staff will remind them in an assertive but non-aggressive manner, and the consequences of disobeying. Time Out - for continued misbehaviour (5 minutes in quiet place), further discussion of incident and removal of privileges. At all times Parents will be advised of "what happened, what investigations occurred, any punishment and / or any further action required." This incident will be recorded and parents may be asked to sign. If a child's behaviour becomes uncontrollable or unacceptable the parents/caregiver will be asked to collect their children immediately and asked not to attend our program until further notice. No warnings will be given for serious behaviour and a report will follow to parents and school Principal. NB: Unacceptable 'serious behaviour is anything that is intimidating, violent,

abusive, destructive, potentially harmful to others or selves, or blatantly disobedient.

We will not tolerate unacceptable behaviour and/or bad language therefore as it is not compulsory for children to attend, Whangaparaoa School Before / After School Care and/or Holiday Program retain the right to refuse any child's booking, and or attendance, without notice. After School Care will not enroll children who require monitoring, or have the need for a teacher aid during school, unless, an experienced "outside" funded teacher aid comes with the child. A full disclosure is required and discussion between all parties required prior.

SPECIAL NEEDS CHILDREN Unless enrolment of a special needs or disabled child causes major disruption, BSC ASC HP is able to accept children on a trial basis of a period of up to one week. Parents/caregivers will need to give as much information as possible regarding the child and the disability to ensure the child can receive the best possible care. (A separate information sheet would be required to be completed on enrollment). If the child's needs require dedicated assistance, for reasons of sociability etc., it may be necessary to employ an extra supervisor qualified to work with appropriate needs. Due to the incurred costs, this would result in an extra charge to the parent

ENVIRONMENT Whangaparaoa Primary School Before/After School Care and Holiday Care will generally operate in the school hall with the exception of school requirements as regulated by the School Principal. The boundaries of outside play area will be set by the supervisors of the day. Hazard identification is used to control the area of use daily and problems dealt with by means of Isolation Minimizing or Elimination.

FOOD After School children will be provided with a light afternoon tea on completion of enrolment procedures. We recommend that parents pack an extra afternoon tea for their children for After School Care. Occasionally children will receive sweet treats as part of an activity or prize. Cooking biscuits / scones / popcorn/ pancakes etc. may also be part of the afternoon or holiday program and children could be included in the preparation. Parents should inform us of any food allergies. All children and staff are taught safe handling of food practices, Where possible, children only touch/prepare the food they will eat. Unless stated in Holiday Program information sheets, all parents will be required to pack food and drinks each day for their children ensuring; there is adequate food and drinks to last for Morning Tea, Lunch and Afternoon tea.

SUPERVISION OF CHILDREN All children will be supervised and be within sight and sound of any supervisor and they will ensure wide view and to be within reasonable distance to assist or intervene if necessary. Walkie talkies' are used by staff to ensure communication between all "areas" are constant. Boundaries of play will be set each day by the supervisor. Rules, regulations and reminders are discussed before play commences. If areas of play are away from the hall, names will be recorded and a copy left in the 'main office area in the hall'

EMERGENCY Our staff are trained to handle emergencies. In a civil emergency, unless it is not safe to stay, the staff will remain at the school until all children are collected. Parents/caregivers will be rung at an appropriate time and asked to collect the children if no other safe area is found. Children will not be left alone at any time and counselling services will be arranged if required.

TSUNAMI If a tsunami is predicted, children will be evacuated to higher ground, either walking or in Cars, as determined by the supervisors of the day. All

documentation, first aid kits and medicines will be taken, parents / caregivers will be contacted and advised upon safe arrival at a new destination. The group will not return to the school until such time that the Civil Defense Authority has deemed emergency to be cancelled.

LOCKDOWN: If supervisors deem a situation unsafe or upon advice from NZ Police, lockdown procedures will commence. Once the situation and safety of children is under control, a text message will be processed and sent to all parents for notification and action required. No children will be able to be collected during lockdown time.

SICKNESS / ILLNESS / MEDICINES Medicine will not be administered to any child unless there is permission and a Medical Consent Form completed by the parent. Under no circumstances will Ritalin be administered or be held on site at, if your child is required to have this medication, parents/caregivers will be required to visit the program at appropriate scheduled times. Sick children or those who become sick during the 'care' time will be required to be collected immediately. If the parent is unable to collect a child within a reasonable time, a staff member will be bought in to care for the child a charge up to \$25/hour may be charged until the child is collected. Sick Children will stay away from the program until 24 hours after a fever has broken, vomiting or diarrhoea has stopped or medical treatment has started, unless there is a written notice from the doctor.

ENROLMENT PROCEDURES The information forms and programs are included in the school brochure, website, and available from the school Office. Parents are required to contact the Administrator/Manager prior to commencement to ensure a place is available. Casual care maybe available for parent emergencies, if no information forms are held, the school office will print contacts etc for our requirements. A contract is signed upon collection by the parent. Newly enrolled, young and unconfident children will be collected from classes; Children will be welcomed, advised of rules, regulations and boundaries of play and buddied with a regular attendee.

FORMS All parents will be required to, read, complete and sign an Information Sheet and After School Care Contract (copies available at the school office (9 am – 2.45pm Mon – Friday) and at Before/After School Care, before registering their children.

Student Information Form - is required as an accurate record of children's names, days of attendance, contact names and phone numbers, parents/caregivers address, emergency contacts, Medical details, permission for after school activities, swimming in school pool, and lists of authorised people allowed to collect children from Before/After/Holiday School Care or any other relevant information. It is important to regularly update changes to details as it happens.

Before /After School Care and Holiday Pupil Behaviour Contract This form is to be signed by students and parents **if required** before care begins.

Special Needs Children This information is required to allow the supervisors at Before /After School Care and Holiday to be knowledgeable about the special needs, care and attention the child/ren required while attending our programme

Parent / Before / After School Care / Holiday Care Service Contract This form covers the relevant terms and conditions for Before/After School Care.

Updates should be made to any forms/information held as the contact details and circumstances change. It is the responsibility of the parents/caregivers to keep the BSC/ASC/HP current with this information for the safety of their children. When the child no longer attends the school, the account has been settled in full, the above contract and information forms will be destroyed.

BEFORE SCHOOL CARE will run every morning from 7.30am in the school hall in the same manner, rules, procedures, forms, regulations and expectations as After School Care. If for unforeseen and unexpected occurrences where the supervisor has not arrived, parents should not expect to leave children unattended. Children will be supervised inside the hall only. Children will be released to class at 8.30am.

SIGN IN PROCEDURES responsibility for the child's care is started only when the parent brings the child into the hall and completes the 'sign in' register. *(BSC/HP only)*

AFTER SCHOOL CARE PROCEDURES Children arrive at the hall at school finishing time, a roll will be checked and head count taken. If any children booked in for the day, have not arrived by 3.10pm, the school will be searched by way of: checking with the classroom teacher, a physical search of the school grounds and classroom, a message put over the school intercom, a phone call home and/or to parents cellphone or workplace. In some cases - drive to the child's home, if we suspect they have gone home, (in which case the child will be collected and returned to school if no parent home), finally, if the child is not found, and no contact is made with a parent or caregiver, the police will be contacted - at this point After School Care responsibility ceases.

Attendance records will be completed on a daily basis to record names of regular and casual children attending. Daily Attendance Rolls will be coloured for the day children are permanently attending as an extra check. All numbers are confirmed and unexplained absent children located. The Roll will be checked by 2 senior supervisors to confirm all children booked in are attending and have not been missed. A departure time will be recorded at the end of the day. Any booking, pre-booking and information relating to attendance will be added to the back of the current weeks roll for addition to the next weeks attendance roll. Regular checks will be made on correct numbers present. If a child is found missing the supervisors will conduct a thorough search of school and surrounding areas phone home / or drive to child's home. We will contact parents to notify them and if necessary the police will be contacted.

All **new children** attending will be introduced to each staff member and advised of Rules and Regulations Boundaries and Behaviour etc. They will be 'buddied up' with another child who is either older, or a regular at BSC ASC or HP. Parents are required to complete sign out procedures before any children leave the After School Care program. Authorisation will be regularly checked. Parents/caregivers should keep records of names updated.

CASUAL ATTENDANCE is sometimes available while numbers remain under our set limit, for children whose parents require care occasionally. Parents must inform the After School Care Manager previously or you may arrive at the Before School Care on the morning of care and complete the sign in procedure, however if child to adult ratios are exceeded then you may not be able to leave your child in care. **NB:** It is important that we are advised previously of children's enrolment arrangements so we may accurately ensure correct ratios are in attendance for the safety of all parties.

HOLIDAY CARE will run in the school hall in the same manner, rules, forms, procedures, regulations and expectations as BSC/ASC. Any trips / excursions will be pre-arranged and advertised as part of the Holiday Program. Parents will be required to sign permission slips before attendance is allowed by child. The route taken to and from the trip or excursion will be pre-arranged and directions left at the school office and Holiday Program. The supervisors will discuss with all children the rules and regulations ensuring they all understand behavior

requirements etc. When walking, 1 supervisor will lead group, 1 in the middle and 1 at end of group. The First Aid Bag, and Cell phone, will be taken on any outside activity or trip. A list of children on the trip to be left on the roll sheet and the School Office advised. Roll check for correct numbers will be taken every ½ hour.

Toilet visits children will go in groups, 1 adult to check inside toilets first if possible, if all clear, stands outside toilets while children in at least pairs go inside. The usual mode of **transport** will be walking or public bus. However, if vehicles will be used, proof of adult's driver license, current WOF and Registration will be required. There will be a minimum number of children per day to operate any holiday program. The Holiday program is advertised at least 3 or 4 weeks previous.

SIGN OUT PROCEDURES / LATE PICK UP Children will not be permitted to leave BSC/ASC/HP until collected by authorised adult caregivers and sign out procedure is completed. NB. We will not accept any child's verbal statement regarding nonattendance, so please ensure that you personally discuss, or let us know by signed letter, or text message. If an unauthorised person comes to collect the child, the parents / caregivers will be contacted first for permission. Staff will not release children to those not identified on the Information sheet. It is therefore important to check and update the information form. If the child has not been collected by 5.45pm, penalty charges of up to \$40/child/hour and transporting, etc will be charged as per Administrators discretion. Parents/caregivers/emergency contacts, will be phoned at 5.45pm, if no contact is made, contact to the police for further instruction.

HEALTH AND SAFETY Child safety is paramount... There will be at least one worker present at all times with a current recognised first aid qualification. The First Aid Kit is kept in a locked cupboard in the Kitchen. A first aid kit, will be always be taken when going out of the hall area and staff will use disposable gloves while administering first aid. Notes written and Parents will always be notified.

SUN SAFE It is our intention to ensure all children and staff are safe while outside in the sun. We will require the wearing of sun hats and sunscreen by children and staff. The use of an approved sunscreen, especially during the summer months, will be required when going outside. Parents may be charged if children don't have their own to use.

ACCIDENTS/ INCIDENTS will be written in the appropriate labeled book, providing full details, date, treatment of injury and what action taken. Parents/caregivers will, at all times be informed of any accidents/incidents and may be required to sign upon collection of child/ren or by phone. If a child needs medical attention from illness or an accident, the staff will contact you and together will decide what action to be taken, either a visit to the local medical facility or wait until parent arrives. Payments charged by medical persons will be payable by parents/caregivers, not by BSC/ASC/or HP. If serious injury occurs, an ambulance will be called and then parents notified. All accidents will be investigated by the Administrator / Supervisor and recorded in the accident folder. OSH will be contacted when required.

TOILET There are designated Girls and Boys toilets on the side of the Hall accessed by a glass/wooden door. We practice a 'Safe Toilet' plan: Only one child is allowed in the toilet area at any time. The child signs the toilet board and uses a toilet pass to hang onto the door outside the toilet entrance.

The School is a SMOKE FREE AREA Staff will not smoke while on duty or when in sight of the children. "No smoking" signs are displayed

CHILD PROTECTION POLICY The program staff will act on all suspicions of child abuse: All incidents and observations will be recorded. Any suspicion that abuse is occurring will be reported. The Administrator will consult with the School Principal and/or Associate Principals. Further contact will be made to the Child, Youth and Family to ascertain what steps will be taken.

PEER ABUSE We 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 sanctioned or minimized in any way.

SUPERVISORS / ASSISTANTS/ HELPERS / VOLUNTEERS

All staff will have an interest in, and a capacity for enjoying children. Be able to discern the feelings and needs of children and act with sensitivity and understanding.

Vulnerable Children Act 2014. Protecting vulnerable children is everyone's responsibility. It is our requirement to Safety check (vet and screen) all staff employed, and those being employed before commencement, and to ensure that we have a safe and competent workforce for vulnerable children. Checking will continue every three years as per government requirements.

FINANCIAL Responsibilities are delegated for all operations to the Administrator/Manager who is employed by the School. The program is a self-funding, Not for Profit, program, that has a separate bank account, Inland Revenue Department number and accounting processes. Accounts will be incorporated into the schools main accounts and be audited as part of the schools processes. Property, funds and assets will be gifted to Whangaparaoa School upon completion of operation.

COMPLAINTS PROCEDURE for a complaints about any of our Programs please : Discuss with the Senior Supervisor of the day, who will attempt to rectify the situation immediately. If not satisfied, inquiries, concerns, or complaints should be directed through the Administrator, either by phone or by written advice. Any correspondence may be sent via Whangaparaoa Primary School Office. The Administrator and School Principal will respond to the complaint within 14 days. Where possible, a mutually agreeable outcome will be sought. The senior supervisor will, in all situations, record, date, sign and inform the Administrator of any verbal complaints received on the day of occurrence. Wherever possible the requests of parents will be incorporated in program planning and design. A Copy of any complaint, resolve and change to policy will be reported to the School Principal at all times.

TREATY OF WAITANGI POLICY It is the aim of our program to be sensitive and caring towards any Culture and reflect the bicultural heritage of New Zealand. We will value the Treaty of Waitangi, to ensure Maori Knowledge, understanding, and activities respect and show sensitivity to the values of Maori. And to reflect a welcoming atmosphere for all children, parents/whanau. .

CELL PHONES / ELECTRONIC GADGETS ETC The use of cell phones or any electrical devices at our programs are not permitted, by children. The Administrator /Manager will have a cell phone 24/7 that contains contacts, messages and may also be used for photos of activities or events including the children. Childrens chromebooks will be collected at the beginning of the session and handed back at the end of the session. We will take the all care but will not be responsible for any loss or damage.

POLICIES AND PROCEDURES Updates/changes A complete document is kept on file at Whangaparaoa After School Care and office of the Administrator. It is available to parents / caregivers on request. The Policies and

Guidelines are regularly read and updated by the
Administrator to reflect current practice.
The Latest version of this document has been updated
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