

Y-Central Children's Services

OSCAR & Camp
(MSD funded programmes)

Policies & Procedures Manual



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1 INTRODUCTION

1.1 The Y's Philosophy

The Y aims to provide a safe and stimulating atmosphere, giving children from a vast range of cultural and socio-economic backgrounds, the opportunity to enjoy their time at our programmes. Our services give children the opportunity to experience a diverse range of activities in an environment that promotes the core values of the Y:

- ▶ *Caring* *Consideration of others, by being helpful, thoughtful, compassionate and kind;*
- ▶ *Respect* *Treating others as we would like them to treat us, and valuing the worth of every person, including ourselves;*
- ▶ *Honesty* *Being truthful, open and sincere, and acting with integrity in everything we do;*
- ▶ *Responsibility* *Doing what is right, owning the task at hand, and being accountable for our behaviour and obligations to others.*

The Y fosters the development of the whole person and aims to cultivate long lasting relationships with children, young people, whānau, the wider community.

The Y aims create the most enjoyable out of school experience for programme participants, while ensuring health and safety are given paramount consideration. Y-Central ensures all policies and procedures are kept up to date and operate in line with legislative and funding contractor standards by reviewing every 3-years as part of the usual business cycle, or earlier as required, e.g. if there are any changes to legislation or funder criteria.

These policies and procedures are to be used in conjunction with other Y-Central policies and procedure manuals and handbooks which can all be accessed via the Y-Central intranet site.

1.2 The Y's Programme Philosophy

Y-Central programmes aim to provide a safe and stimulating range of recreational activities and experiences for children of different ages, genders and cultural backgrounds; developing them mentally, spiritually and physically, while attempting to encompass individual needs and interests. The 3-sides of the Y logo red triangle represent this as *Mind, Body and Spirit*.



2 ACCESSIBLE SERVICE

2.1 Cultural Practices

The Y acknowledges that Te Tiriti O Waitangi was an agreement between two peoples, Tangata Whenua and Tau Iwi, and sought to establish the principle of partnership in life of Aotearoa. At the Y, multiculturalism is a visible thread woven through the fabric of daily life within our sites and programmes.

Our staff work to promote and respect multiculturalism through their behaviour and through the delivery of our programmes. Developing cultural understanding in children is a foundation area of learning; focusing on developing a growing awareness and appreciation of one's own cultural identity and the culture of others is essential to wellbeing.

Refer to our 'Cultural Competence Policy' which all staff can access via the intranet.

2.2 Children with Special Needs

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

If the child requires further special aids, e.g. modified facilities, extra staff, the manager will make the final decision about acceptance into the programme. Each case will be considered individually, and every effort will be made to include the child within the limits of the resources of the programme.

2.3 Physical Access

Facilities have wheelchair ramps and rails for disabled access and meet the Building Act 1991.

The facilities have:

- ▶ Designated parking for people with disabilities
- ▶ Handrails
- ▶ Wheelchair ramps both outdoors and indoors
- ▶ Wide corridors, doorways and doors
- ▶ Toilet and shower facilities for people with disabilities
- ▶ Public Reception and seating areas
- ▶ Signage of disabled parking and toilet and shower facilities
- ▶ Light switches and door handles at reachable heights from a wheelchair

3 SERVICE IMPROVEMENT

3.1 Complaints and Feedback

3.1.1 Policy

- ▶ All complaints and feedback will be considered seriously. A complaint is an opportunity for improvement and positive feedback is an opportunity to share best practice.
- ▶ Complaints are suggestions and should be regarded as an invaluable source of customer feedback. This allows the Y to use the feedback to assess the customer expectations and initiate improvements and to build stronger relationships and loyalty with customers

3.1.2 Procedures

- ▶ Refer to the Y-Central Complaints Policy and Procedures available on the intranet.

4 PROGRAMME PLANNING

4.1 Programme Planning

It is the intention of Y-Central to provide fun, stimulating and safe activities for children at our programmes while providing experiential learning. A printed programme schedule will be produced in a timely manner before the commencement of the programme. It will clearly show the planned programme for each group.

A copy of the schedule is available to parents/guardians, children and staff. Y-Central reserves the right to change schedules on the day should it be required to do so. For example, this could occur because of weather conditions or other such situations. However, any changes will be advised to families prior to the day of the activities when possible.

All programmes will consider the safety issues of all activities and will be required to create/ review Activity Management Plans (AMPs) when appropriate, which will include evaluation of required staff to child ratios before the activity or excursion takes place.

Regular debriefs will take place as a normal part of programming to inform continuous service delivery improvement. This process will include regular parent/guardian and child feedback.

5 PROGRAMME OPERATION

5.1 Maximum Attendance Numbers

Y-Central programmes operate to maximum numbers set in conjunction with MSD funding contracts and programme approvals; and cannot exceed these.

5.2 Programme Fees

Fees for all programmes are set and published in advance, with customers being notified in writing of any changes. Information relating to fee structure, subsidies, discounts and payment process is detailed in the relevant handbooks, brochures and online.

5.3 Credits and Refunds

Fees are non-refundable. Any request for an exception to this must be made directly to the Business Manager Child Services for consideration.

5.4 Enrolments

Enrolments are made in the POZAAS database via our Y-Central website. Where the database is not available to the customer, a paper copy of the completed enrolment form is required (staff can access this form via the intranet). All enrolments must be completed prior to a child being accepted on any programme or into any new programme.

The parent/guardian must notify the programme immediately should any of the details on the enrolment form change. In this event, a new form may be required to be completed.

5.5 Absences

Detailed information relating to the policy and process for notification, and financial fees applied, for child absences is included in the enrolment form parents/guardians sign at time of enrolment.

5.6 Payments

Payment for programmes will be made in accordance with the terms and conditions of that programme.

Late payment or non-payment may result in a child being unable to participate in Y-Central programmes.

In the event of late payment or non-payment debt collection will apply. Parents/guardians are advised of the debt collection policy in the enrolment terms and conditions.

5.7 Cash Handling

5.7.1 Handling money at Y sites

- ▶ After School Care, Before School Care and Holiday Programmes located at schools or Linton do not accept cash or cheques.

- ▶ Other payment sites include Whanganui, Palmerston North, Kaitoke Outdoor Education Centre, Upper Hutt Community and Recreation Centres, Pilmuir Accommodation and Lower Hutt Y-Central Support Office.

5.7.2 Petty Cash

- ▶ After School Care and Before School Care programmes located at school sites can submit requests for petty cash at the beginning of each financial year. This is reconciled monthly, with approved signatures to acknowledge receipt.

- ▶ Holiday Programme and Camp requests for petty cash are made at the beginning of each programme. This is reconciled at the completion of the programme, with approved signatures to acknowledge receipt.

Petty cash is held in a secure location at all sites. GST receipts are required for all petty cash transactions.

6 CHILD SAFETY & PROTECTION

The Y-Central intranet has child protection and safeguarding policies and procedures accessible to all staff. Documents available in addition to this one include, but are not limited to:

- ▶ Child Protection Policy
- ▶ Behaviour Management Policy
- ▶ OSCAR Induction Handbook
- ▶ Health & Safety Policies
- ▶ Safeguarding Statement of Commitment
- ▶ Child Protection Training Dates
- ▶ All associated policies and procedure

6.1 Child Safety

To protect all children in the care of a Y-Central programme, no child will be released to, or left in the company of, any person other than their parent/caregiver, a staff member, or an otherwise authorised person.

In the event that a person other than the parent/caregiver or an authorized person approaches or applies to take a child from the programme, the following procedure will apply:

- ▶ Duty Manager will remain with the person (ideally at the office or sign in/sign out area) and explain to them why they are not able to access or collect the child;
- ▶ The person will be asked to leave the facility;
- ▶ If the person refuses to leave, the police *and* the parent/caregiver or emergency contact will be contacted by telephone;
- ▶ In the event that the child is taken from the programme by an unauthorized person, the police and the parent/caregiver or emergency contact will be called immediately.

Note: Whenever the police have been called, the CEO must also be notified.

When a situation exists that an unauthorized person is applying to take a child from the programme, staff will ensure the safety of the child and other children by taking the following steps:

- ▶ Remove the child from the situation
- ▶ Closely supervise and account for all children and continue the programme with them as far as is practically possible

6.2 Supervision Ratios

The staff:child ratio will be as follows:

- ▶ OSCAR on site – 1:10 At Camp – 1:8
- ▶ On excursions – 1:8 On or in water – 1:6

These are maximum ratios. A ratio may be reduced if considered necessary to ensure the safety of children and/or as a result of the creation or review of AMPs.

In addition, there will always be at least two qualified staff members present when supervising children. The manager or designated duty manager will be onsite at all times during operational hours of the programme.

A site manager must be at least 20 years old. A staff member employed to be included in staff: child

ratios must be at least 16 years of age. Any volunteer under 16 years old must be supervised while working with children.

AT NO TIME WILL A CHILD EVER BE LEFT ALONE WITH A STAFF MEMBER.

6.3 Signing a child in and out

Each child must be signed into the programme on arrival by the person who delivers the child.

Each child must be signed out at the end of the programme by the designated parent/caregiver.

A child will not be released to any person other than the designated parent/caregiver unless the Duty Manager has specific permission (in writing – including text or email) from the designated parent/caregiver or emergency contact person for this. Such permission must be received in advance.

Where such permission is not received in advance the child will remain under the supervision of the Duty Manager until permission is received in writing – including by text or email.

6.4 Children arriving or leaving unaccompanied

In some situations, a child may make their own way to or from the programme. This must be arranged in advance. To arrange independent travel to or from a programme the child's parent/caregiver must provide permission in writing for the child to travel independently to or from the programme by completing the 'Consent Form for Unaccompanied Children' form available on the intranet.

In this circumstance the child will be signed in or out of the programme by the Y staff member at the pre-arranged time/s.

The Duty Manager will consult with the parent/caregiver as to details of the child's travel (including route and means of travel). This is to ensure that staff are aware of the details and to provide appropriate safety for the child.

The Y reserves the right to refuse the parent's request for their child to make their way unaccompanied if there is deemed to be any safety risks to the child. This can include weather, distance, route or personal safety of the child.

All considerations will be discussed with the parent/caregiver at the time of request from the parent/caregiver, and will apply for the duration of the enrolment, i.e. it cannot be changed on a daily basis. Any discussion of this nature must be clearly documented and placed on file, along with the signed consent form.

6.5 Non-arrival at the programme

A roll will be kept for all programmes which is used to monitor attendance. Absences will be noted in advance of commencement of the programme where possible. The roll will be updated as children arrive at the programme and/or within 15 minutes of programme commencement time.

In the event that a child, who is enrolled in a programme, is not present or accounted for at the time the roll is called, and/or a child does not arrive at a programme within 15 minutes of commencement of the programme, they will be treated as a missing child and the following protocol will be implemented immediately:

- ▶ Check with school office to confirm that day's absence, or otherwise from school (After School Care only);
- ▶ Re-check absence notifications received via phone, email, txt during the day.

If absence is unverified, the following steps must occur:

- ▶ The registered parent/caregiver or emergency contact/s for the child will be contacted by telephone and notified of the child's absence;
- ▶ A message is left with parent/caregiver or emergency contact/s if there is no answer;
- ▶ Repeat attempts at contact with parent/caregiver and/or emergency contact/s will be made every 5 minutes until 30 minutes has lapsed;
- ▶ If contact is not made with one of the registered people within 30 minutes, the Police will be contacted by calling 111.
- ▶ Notify the CEO and complete an incident report via the intranet as soon as practicable (within 24 hours). Refer to *Incident & Accident Report Form* on intranet.

6.6 Non-collection of a child

No child will ever be left alone.

When a parent/caregiver has not collected a child by closing time of the programme, or has not advised the duty manager of any delay to their expected time of arrival, the following steps will be taken:

- ▶ Two staff will stay with the child until an authorised person arrives to collect the child;
- ▶ Staff will try to contact the registered parent/caregiver or emergency contact/s for the child by telephone;
- ▶ If contact is not made with any of the registered parent/caregiver or emergency contact/s within 60 minutes, contact the police and notify the CEO;
- ▶ Complete an incident report via the intranet as soon as practically possible (within 24 hours). Refer to *Incident & Accident Report Form* on intranet.;
- ▶ Recovery of staff costs from the parent/caregiver for additional time may apply.

6.7 Behaviour Management

Refer to Y-Central *Behaviour Management Policy* available on the intranet.

6.8 Bullying

Bullying will not be tolerated in any Y-Central programme. Our strategy to address bullying is to:

- ▶ Create an environment where children feel comfortable approaching staff on any matter, including if they feel they are being bullied by other programme participants or staff;
- ▶ Staff will treat every instance of reported bullying seriously;
- ▶ A staff member will talk independently to all parties to fully understand the details of the situation;
- ▶ Should bullying be found to have occurred, the steps in the Y-Central behavior management policy will be undertaken.

6.9 Child Protection

The Y is committed to the prevention of child abuse and to the protection of children and young people. The organisation supports the roles of the NZ Police and Oranga Tamariki in the prevention and investigation of child abuse and will consult these organisations to assist in dealing with cases of alleged child abuse.

To enforce our commitment:

- ▶ Staff will be provided with mandatory training in the Child Protection policy and procedures, particularly in recognising abuse indicators;
- ▶ Procedures for responding to suspicions and/or allegations of child abuse will be followed;
- ▶ Staff will ensure visitors are visible to staff when interacting with children.

- ▶ Advice will be sought from either the NZ Police and / or Oranga Tamariki (as appropriate) to ensure suitable steps are taken in responding to any suspicions, disclosures or allegations of child abuse;
- ▶ Any person, including staff, has the right to report suspected abuse directly to Oranga Tamariki or the NZ Police if they feel the child's immediate safety is threatened;
- ▶ The Oranga Tamariki call centre (0508 FAMILY) may be called for advice without identifying children, the caller, or making an official notification.

6.9.1 Reporting

All cases of suspected child abuse must be responded to in a manner which best ensures children's immediate and future safety.

Refer to the Child Protection Policy and Y-Central's Child Protection Advisor for a detailed process for responding to suspected, alleged or disclosed child abuse.

6.9.2 Allegations of Child Abuse against a Staff Member

There are two types of issues to note when an allegation of abuse is made against a staff member:

- ▶ Relating to the child or young person's security once the abuse is reported and;
- ▶ Relating to the procedures regarding the staff members.

Y-Central management will separate these issues and manage them independently. Throughout all observations and/or allegations of child abuse, the parties involved will be treated with dignity and respect, and the confidentiality of these proceedings will be honored.

6.9.3 Physical Contact

The care of children involves physical contact with them. This is normal, natural and desirable and it would be unhelpful if adults were restricted in natural contact or were anxious and unspontaneous in their contact.

In making physical contact with the children, adults should be guided by the principle that they will do so only in order to meet the child's physical or emotional needs.

To ensure an appropriate balance between natural behaviour and safety of children the following practice applies:

- ▶ Where possible, children should be touched only between the shoulder and the elbow. This area is commonly known as the 'safe-touch zone';
- ▶ Touching will not be initiated to gratify adult needs;
- ▶ Children will not be asked to take care of adults needs, physical or otherwise;
- ▶ If a child initiates contact in seeking of affection, reassurance or comfort it is appropriate to respond in a manner suitable for that child's developmental stage and need;
- ▶ It is not appropriate to force any form of unwanted affection and touching on a child;
- ▶ Physical contact of children during changing or cleansing must be for the task only;
- ▶ Children will be encouraged to take care of themselves to the limits of their ability;
- ▶ If children have soiled themselves, and there is a need to have private areas touched or examined (in the case of injury), the parent/caregiver will be phoned immediately and asked to attend to their child's needs if possible. If this is not possible, two staff of an appropriate gender will assist the child.

6.10 Sun Protection

The Y-Central encourages safe sun practice and will ensure that sun protection strategies are in place. Our 'Health & Safety Policies' (refer to intranet) includes the following *Sun Smart* protocols where we request that:

- ▶ Children wear hats whenever they are outside, especially on full day excursions;
- ▶ Children wear appropriate clothing, i.e. shirts with a collar and sleeves;
- ▶ SPF30+ broad-spectrum water-resistant sunscreen is applied to staff and children and/or encourage children to bring their own sunscreen from home;
- ▶ Children have a daily application of sunscreen 30 minutes before going outside and encourage children to re-apply every 2 hours when outside;
- ▶ Outdoor activities use available areas of shade as much as possible;
- ▶ Staff act as positive role models by ensuring staff also practice *Sun Smart* behaviour.

Communication

- ▶ Display the *Sun Smart* policy at the service for parents and discuss it with the children.
- ▶ Regularly reinforce *Sun Smart* behaviour in a positive way through correspondence with parents, via the notice board and displays, and through children and staff activities.
- ▶ Ensure the Sun Smart policy is reflected in planning of outdoor excursions and events.
- ▶ Ensure information in relation to the *Sun Smart* policy is included in parent handbooks and other important documentation sent to parents.
- ▶ Obtain written permission from parent / guardian / approved person to apply sunscreen on child.

Environment

- ▶ Schedule outdoor activities before 10am and after 3pm (before 11am and after 3pm during daylight savings time) whenever possible.
- ▶ Organise outdoor activities to be held in shaded areas wherever possible.

Education

- ▶ Consider including games, activities and play experiences that incorporate the Sun Smart message.

Evaluation

- ▶ The coordinator of the programme is responsible for monitoring the implementation of this policy and ensuring that it is followed.

6.11 Toileting

In order to ensure the safety of all children, staff and volunteers, the following protocols apply:

- ▶ Where possible, children will have separate toileting facilities from adults/staff. When this is not possible, adults and children will not use the facilities at the same time;
- ▶ Children must inform staff prior to their going to use the toilets;
- ▶ Where access to the toilets is not in the immediate programme area, a buddy system will be used. Buddy's must be of the same gender and age;
- ▶ Children will have access to a clean toilet facility at all times, including appropriate hand washing and drying facilities;
- ▶ When using public toilets, programme manager/group leader must check the facilities prior to use, ensuring the facilities are clean and there is no suspicious people or activity occurring.
- ▶ This staff member will remain outside the door at all times while the facilities are being used, to provide immediate assistance if required.

7 HEALTH AND SAFETY

7.1 Health and Safety Policy

Y-Central is committed to maintaining a safe and healthy work environment for staff, customers, volunteers and visitors to any of our sites or programmes.

Please refer to the following Y-Central Health and Safety policies on the intranet:

- Health and Safety Policy Statement
- Activity Management (including AMPs)
- Contractors
- Critical Incident Response
- Emergency Management Plans (site)
- Employee and Employer Responsibilities
- Employee and Volunteer Induction
- Employee Participation
- First Aid
- Work Risk Identification, Treatment and Reporting
- Managing Stress
- Sun Smart
- System Review and Audit
- Procedures for Dealing with Theft and Vandalism
- Smoke Free Policy
- Transporting People Policy

7.1.1 Fire drills

- ▶ There will be a fire drill practice during each camp, each week of holiday programme and during each term at other programmes and sites;
- ▶ Staff will actively participate in all fire and earthquake drills;
- ▶ Inspections and testing will be undertaken regularly to ensure all alarms and equipment are up to date and meet building safety guidelines;
- ▶ A record of all fire drills will be kept on file (via submitting reports on the intranet);
- ▶ Emergency exits will be kept clear at all times.

7.2 Illnesses

If a child feels unwell, they will be made comfortable in an appropriately supervised area and the manager will decide as to whether the parents/guardian will be contacted.

If a child requires immediate medical attention, all reasonable attempts will be made to contact the parent/guardian. No medication will be given to the child without written permission from the parent/guardian or without medical consultation from the child's physician. If a child requires further medical attention, such as hospitalization, the parent/guardian will be contacted to collect the child. In an emergency an ambulance will be called by dialing 111 immediately (refer OSCAR Incident/accident reports intranet page).

7.3 Administering Medication

In the event of medication having to be administered to a child by someone other than the parent/guardian, written permission must be attained on the Administering Medication Form. The requirement for medication should also be noted on the enrolment form, with appropriate medical history and knowledge necessary for staff.

The medication will be received from the parent clearly showing the child's name and administering

instructions. The medication will be held by an appropriate staff member while off-site, or in a refrigerator or cupboard inaccessible to children – as required by storage instructions on the medication.

The medication must be administered by an appropriate staff member and witnessed by another staff member. The child must be viewed while taking the medication. The administration of the medication, with details required, will be recorded on the Administering Medication Form and countersigned by the staff member witnessing.

In an emergency where a parent/guardian cannot be contacted for permission to administer a medication, and where it is not possible to consult with a physician, the Duty Manager will make a reasonable decision based on the safety and wellbeing of the child.

7.4 Dealing with children with infectious diseases

Parents/caregiver are required to notify the Y-Central if their child has a contagious illness. The child may be excluded from the programme if this is the case.

If a child develops a contagious illness/infection while on a programme they will be made comfortable in an appropriately supervised area away from other children and the parent/caregiver will be contacted immediately and requested to pick their child up.

Appendix 1 lists infectious illnesses and diseases.

Y-Central staff will take precautions to minimize the risk to themselves and to other children attending the programme and to help stop the spread of infection. This will be achieved by:

- ▶ Maintaining a high standard of hygiene at all times, including personal hygiene (hand washing etc) and environment/workplace hygiene (prompt attention to spills, regular disinfecting equipment, cleaning tables and floors after break times and messy play);
- ▶ Avoiding contact with blood, body fluids and vomit whenever possible and always wearing gloves when dealing with these;
- ▶ Always cover all cuts and abrasions, especially on arms, hands and face, with a Band-Aid or similar dressing;

- ▶ Always wash hands and forearms thoroughly on arrival and departure from the programme, after messy or outside play, cleaning of blood, body fluid or vomit etc;
- ▶ Always cover skin conditions such as dermatitis;
- ▶ Staying away from work if they are unwell.

In the event of an occurrence or outbreak of an infection illness at a Y-Central programme, parents/caregivers will be notified by email as soon as practicable

In the event of an outbreak of an infectious illness, children/staff who have not been immunized against vaccine preventable diseases will be excluded from the programme for the prescribed period.

Any guidelines provided by the Ministry of Health will be followed. Refer Appendix 2.

7.5 Food

In instances where children are required to or able to bring their own food to a programme parents/caregivers will be advised of any requirements/limitations regarding this.

Where Y-Central is providing food as part of the programme food hygiene standards and requirements will be met.

Y-Central encourages healthy eating and will provide food that is consistent with this.

Parents must notify the Y-Central service of any food allergies or nutritional requirements in writing at the time of enrolling.

Respect for the food requirements of different religions and beliefs will be incorporated when discussing and preparing food for the children.

8 EXCURSIONS

Excursions may be a component of a Y-Central programme and parents/caregivers will be informed of the details of this at the time of enrolment. Activity Management Plans (AMPs) are completed for all excursions (refer Activity Management Policy on H&S Policies intranet page). While on excursions, Y-Central staff will ensure the safety and wellbeing of participants by working in accordance with Y-Central policies and procedures.

8.1 Roll Call Procedure

8.1.1 Before leaving the site:

The designated supervisor/group leader will ensure:

- ▶ A roll call is completed;
- ▶ Parents/caregivers of children who have not arrived are contacted to determine whether or not they will be attending that day;
- ▶ Children are organised into groups with a staff member allocated to each group;
- ▶ Group may wear identification that relates to their group leader;
- ▶ Designated supervisor to ensure they have all necessary equipment/medication/ AMP forms etc;
- ▶ Designated supervisor to account for all staff before leaving;
- ▶ Group by group, children are to get on the bus or exit the building in an orderly manner, whilst being counted by the staff person;
- ▶ A final count AND roll call are to be done once everyone is on the bus or has exited the building in preparation to walk to the destination, and also again upon arrival and/or disembarkation at the excursion venue.

8.1.2 During the excursion:

- ▶ On arrival at the destination, children are to be given clear rules and boundaries and leaders will ensure they have their whole group;
- ▶ Children stay with their group leader;
- ▶ Children re-group and rolls called as directed by the designated supervisor.

8.1.3 Conclusion of the excursion:

- ▶ Designated supervisor ensures a roll call is done again;
- ▶ If a child is missing, supervisor instructs other staff to conduct a search;
- ▶ If a child cannot be located, the appropriate manager is to be informed immediately;
- ▶ If all children are accounted for, the group can be directed on to the bus or prepare to leave if walking;
- ▶ The designated supervisor counts all and does another roll call once everyone is on the bus/as they leave and ensure that the children and staff arrive at their next destination.

8.2 Transport

Programme participants may be transported via a variety of different modes including walking, bus, Y-Central vans, public transport etc, depending on the activity and the distance being travelled. Activity Management Plans (AMPs) are to be completed for all forms of transport used.

Refer to *Transporting People Policy*.

8.3 Off Site Toileting Procedure

When a child indicates to a staff member that they require to go to the toilet all other children will be asked if they need to go and the group requiring the toilet will walk together to the appropriate facilities with at least one staff member. Where possible another staff member or volunteer will also accompany the group.

If no other children require the toilet, a suitable buddy for the child will be selected to go to the bathroom with the staff.

A staff member must always check the toilet facilities to ensure they are clear of public; Once clear, the staff member will wait outside the toilet facility while the children go in. Children will wait with the staff until all children have left the bathroom area, and staff will check to account for all children before leaving the toilet facility and returning to the group.

8.4 Pool Safety

Refer to *Pool Safety Policy* on intranet.

9 ANIMALS

The purpose of this policy is to ensure the protection of children from animals and to ensure the quality care of any animal that may reside or visit the programme.

9.1.1 Animals and Pets at a Programme

- ▶ Any animal kept by the programme shall be maintained in a clean and healthy environment and be well cared for;
- ▶ Child / animal interaction will be supervised at all times to ensure the safety of both parties and that due care is taken with the pet;
- ▶ Animals visiting programme e.g. police dogs will be the responsibility of the owner / handler;
- ▶ Children will only be allowed to approach the animal with the direct permission of the owner / handler and under supervision of the owner / handler and Y-Central staff member;
- ▶ The inclusion of animals into programmes will be thought out and the benefits considered prior to the decision being made. Consideration to children who are afraid of animals will occur prior to the visit and their welfare taken into account;
- ▶ Hygiene standards will be upheld when children and staff are dealing with animals.

9.1.2 Animals on Outings

- ▶ While visiting animal parks, zoos etc. children will be advised of the safety rules.
- ▶ Children will not be permitted to approach any animals unsupervised by the owner e.g. in a park or on a street.
- ▶ If an animal approaches the children while on an outing the staff will take such action as to ensure the safety of the children and themselves. This may be scaring the animal away if appropriate or moving the children to a safer area.

10 CLEANING PROCEDURE

Cleaning equipment and chemicals are kept in a lockable cleaning cupboard on each site.

Programme areas will be cleaned – daily duties as follows

- ▶ Sweep and vacuum all floors
- ▶ Empty bins into recycling or waste bins
- ▶ Wipe all benches and surfaces
- ▶ Wash, dry and put away all dishes
- ▶ Clean of toilets, hand basins and mop floors

Weekly duties as follows

- ▶ Mop all floors
- ▶ Clean fridge, oven and food storage
- ▶ Empty vacuum cleaner
- ▶ Sort, tidy and maintain toys, games, art equipment, sports equipment, other gear
- ▶

11 STAFF MANAGEMENT

11.1 Employment and Appraisals

The Y's recruitment processes ensure the selection and appointment of staff is carried out in a fair and open manner. We are committed to recruiting people with skills and qualities necessary to carry out their roles effectively, are in keeping with the Y's values, support our commitment to equity and wellbeing, and ensure the safeguarding of children and young people in our care.

Refer to the HR policies and procedures on the Y-Central intranet, including *Recruitment Policy*.

The application process for paid employees and volunteer staff includes the following:

- ▶ Application form
- ▶ CV or work history (past 5-years)
- ▶ Interview with a panel of at least two suitably skilled people
- ▶ Reference checks (not a relative or someone living with the applicant)
- ▶ Confirmation of identification (x2 IDS, at least one photo ID)
- ▶ Police vet
Note: no children's worker with a criminal conviction listed in Schedule 2 of the Children's Act 2014 will be considered for recruitment by the Y for either paid employment or volunteer work
- ▶ Other checks, such as the NGO vetting (MSD Check) will be submitted for all core workers, i.e. OSCAR programme staff
- ▶ Other selection processes may be used, e.g. any professional body/authority memberships relevant to the role
- ▶ Managers involved in the recruitment process must conduct risk assessments to ensure everything reasonable has been done to ensure the applicant poses no risk to the health and safety of children in Y-Central care.

All staff will have an appraisal with their manager as part of the usual business cycle. This is a time to discuss progress and goals which are documented and kept on the staff personnel file.

11.2 Induction and Training

A structured induction programme will be completed for all new staff.

All staff will have the opportunity to participate in on-going personal professional development. Some mandatory training will be included, and participation will be on a regular basis:

- ▶ Behaviour Management
- ▶ Child Protection
- ▶ Health and Safety

11.3 Confidentiality

- ▶ The Y will ensure workers and client confidentiality at all times.
- ▶ All files holding confidential information are duly secured and kept away from the access of unauthorised persons.
- ▶ Personal information shared in discussions between staff or at meetings is to remain between those parties.
- ▶ Sensitive and person discussions involving phone and people shall be held discreetly and in private. Programme staff will comply with these requirements at all times, no exceptions.

11.4 Finance

Efficient financial management is recognised as an essential element in running successful and viable

programmes. The budget is built by the business unit managers and the Financial Manager, who collates the output and makes recommendations to the Senior Leadership Team regarding the consolidation.

Budgets for OSCAR programmes are assessed and reviewed monthly. Any required reforecasting occurs at this time and is signed off by the Finance Manager and CEO.

Any expenses that show a variance of more than 10% must be explained in the programmes debrief and budget variance analysis report.

Management meet monthly to discuss any proposed changes to the programmes or suggest options for alternative costs.

End of year financial accounts are prepared and audited annually. This includes statements of financial position, and income and expenditure. All OSCAR Programme actuals are reconciled to show individual income and expenditure reports.

Financial records, such as how much a customer has paid/owes is kept in the financial accounting system. Receipt books, invoices and Work and Income subsidy statements are kept in lockable confidential files at the Support Centre, 67 Pilmuir St, Lower Hutt.

All funding received from providers must be specified in the OSCAR programme budgets, and then administered to achieve the designated purpose, in order to meet contractual obligations.

Appendix 1

12 ILLNESS AND INFECTIOUS DISEASES

Disease Infection	This disease is spread by:	Time between exposure and sickness	Early signs	How long is the child infectious?	Exclusion of child from kindergartens, schools, etc.
*Campylobacter	Undercooked food (e.g., chicken and meat); food/water contaminated with faeces from infected person or animal. Direct spread from infected person or animal.	1–10 days, usually 2–5 days	Stomach pain, fever and diarrhea.	Until well, and possibly several weeks after.	Until well with no further diarrhea. [†]
Chickenpox	Coughing and sneezing. Also, direct contact with weeping blisters.	10–21 days, usually 14–16 days	Fever and spots with a blister on top of each spot.	From up to 5 days before appearance of rash until lesions have crusted (usually about 5 days).	For one week from date of appearance of rash. [†] Exclude until fully recovered or for at least five days after the eruption first appears. Note that some remaining scabs are not a reason for continued exclusion. Any children with an immune deficiency (for example leukemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded.
Conjunctivitis (viral or bacterial)	Direct contact with discharge from the eyes or with items contaminated by the discharge.	12 hours–12 days	Irritation and redness of eye. Sometimes there is a discharge.	While there is a discharge from the eyes, the child is infectious.	While there is a discharge from the eyes. [†]

Disease Infection	This disease is spread by:	Time between exposure and sickness	Early signs	How long is the child infectious?	Exclusion of child from kindergartens, schools, etc.
* Cryptosporidium Giardia	Food or water contaminated with faeces from infected person or animal. Direct spread from infected person or animal.	Cryptosporidium 1–12 days, average about 7 days Giardia 3–25 days, usually about 7–10 days	Stomach pain and diarrhea.	Until well, and possibly several weeks after. Giardia can be cleared by medication.	Until well with no further diarrhea.†
Diarrhea					Exclude until diarrhea has ceased.
Diphtheria					Exclude until medical certificate of recovery is received following contacts until cleared to return at least two negative throat swabs the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later. Exclude family/household by appropriate health authority.
Gastroenteritis (viral)	Food or water contaminated with faeces from infected person or animal. Direct spread from infected person.	1–3 days	Vomiting, diarrhea and fever.	While vomiting and diarrhea last, and up to 8 days after illness starts.	Until well with no further vomiting or diarrhea.†

Disease Infection	This disease is spread by:	Time between exposure and sickness	Early signs	How long is the child infectious?	Exclusion of child from kindergartens, schools, etc.
Glandular fever	Transfer of saliva.	4–6 weeks	Sore throat, swollen glands in the neck, fever. Vague ill health for some time.	Prolonged – possibly for one year or more	Until well enough to return.
Hand, foot and mouth disease	Coughing or poor hand washing. Direct spread from an infected person.	3–5 days	Fever, rash on soles and palms and in mouth. Flu-like symptoms.	While the child is unwell and possibly longer, because virus is excreted in faeces for weeks after.	While the child is feeling unwell. Unnecessary if the child is well. [†]
*Hepatitis A	Food or water contaminated with faeces from infected person. Direct spread from infected person.	15–50 days, usually 28–30 days	Nausea, stomach pains, general sickness. Jaundice a few days later.	From about 2 weeks before signs appear until 1 week after jaundice starts.	Exclude until a medical certificate of recovery has been received, but not before seven days after the onset of jaundice or illness.
*Hepatitis B[‡]	Close physical contact with the blood or body fluids of an infected person.	6 weeks–6 months, usually 2–3 months	Similar to Hepatitis A.	Blood and body fluids may be infectious several weeks before signs appear, until weeks or months later. A few people are infectious for years.	Until well. [†]
Human Immuno-Deficiency Virus Infection (HIV AIDS)					Human Immuno-Deficiency Virus Infection (HIV AIDS)
Impetigo (School sores)	Direct contact with discharge from infected skin.	Usually a few days, variable	Scabby sores on exposed parts of body.	Until 24 hours after treatment with antibiotics has started or until sores are healed.	Until 24 hours after treatment has started. [†] Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing.

Disease Infection	This disease is spread by:	Time between exposure and sickness	Early signs	How long is the child infectious?	Exclusion of child from kindergartens, schools, etc.
Influenza	Coughing and sneezing and direct contact with respiratory droplets.	1–4 days	Sudden onset of fever with cough, sore throat, muscular aches and headache.	From 1 day before, up to 7 days after illness onset.	Restrict contact activities until well. †
Leprosy					Exclude until approval to return has been given by an appropriate health authority.
*Measles‡	Coughing and sneezing. Also, direct contact with the nose/throat secretions of an infected person.	7–18 days, usually 10 days to onset and 14 days to rash	Running nose and eyes, cough, fever and a rash.	From the first day of illness until 4 days after the rash begins.	At least 4 days from onset of rash. Immunised contacts not excluded. Unimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If unimmunised contacts are vaccinated within 72 hours of their first case, they may return to school.
*Meningitis (Meningococcal)	Close physical contact such as kissing. Sleeping in the same room.	2–10 days, usually 3–4 days	Generally unwell, fever, headache, vomiting, sometimes a rash. Urgent treatment is required!	For 24 hours after antibiotics are started.	Until well enough to return.
Meningococcal Infection					Exclude until well.
*Mumps‡	Contact with infected saliva, e.g., coughing, sneezing, kissing and sharing food and drink.	12–25 days, usually 16–18 days	Pain in jaw, then swelling in front of ear and fever.	For one week before swelling appears until 9 days after.	Until 9 days after swelling develops, or until child is well, whichever is sooner.
Poliomyelitis					Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery.

Disease Infection	This disease is spread by:	Time between exposure and sickness	Early signs	How long is the child infectious?	Exclusion of child from kindergartens, schools, etc.
Ringworm, Scabies, Pediculosis (lice), Trachoma	Contact with infected person's skin, clothes or personal items. Also, through contaminated floors and shower stalls.	10–14 days	Flat spreading ring-shaped lesions.	While lesions are present, and while fungus persists on contaminated material.	Restrict contact activities, e.g., gym and swimming, until lesions clear. Re-admit the day after appropriate treatment has commenced.
*Rubella[†]	Coughing and sneezing. Also, direct contact with the nose/throat secretions of an infected person.	14–23 days, usually 16–18 days	Fever, swollen neck glands and a rash on the face, scalp and body. Rubella during early pregnancy can cause abnormalities in the baby.	From 7 days before rash starts until at least 4 days after it has appeared.	7 days from appearance of rash.
*Salmonella	Undercooked food (e.g., chicken and meat); food/water contaminated with faeces from infected person or animal; direct spread from infected person or animal.	6–72 hours, usually 12–36 hours	Stomach pain, nausea, fever and diarrhea.	Until well, and possibly weeks or months after.	Until well with no further diarrhea. [†]
Scabies	Direct skin contact with the infected person, and sharing sheets and clothes.	Days–weeks	Itchy rash in places such as forearm, around waist, between fingers and buttocks and under armpits.	Until 24 hours after treatment is started.	24 hours after treatment is started.
Slapped cheek (Human parvovirus infection)	Coughing and sneezing. The virus may be passed from mother to child during pregnancy.	4–20 days	Red cheeks and lace-like rash on body.	For variable time up to appearance of rash.	Unnecessary unless child is unwell.

Disease Infection	This disease is spread by:	Time between exposure and sickness	Early signs	How long is the child infectious?	Exclusion of child from kindergartens, schools, etc.
Streptococcal sore throat	Usually contact with the secretions of a strep sore throat. Sometimes through contaminated food.	1–3 days	Headache, vomiting, sore throat.	For 24 hours after antibiotics are started.	Until 24 hours after antibiotics started and the person feels well.
Tuberculosis					Exclude until a medical certificate from an appropriate health authority is received.
Vomiting					Exclude until vomiting has ceased.
*Whooping cough (Pertussis)‡	Coughing. Adults and older children may pass on the infection to babies.	5–21 days, usually 7–10 days	Running nose, persistent cough followed by “whoop”, vomiting or breathlessness	From runny nose stage and for 3 weeks after onset of cough if not treated with antibiotics, or until 5 days of antibiotic treatment.	21 days from onset of coughing, or after 5 days of antibiotics. Exclude the child for five days after starting antibiotic treatment. Exclude unimmunised household contacts aged less than 7 years for 14 days after the last exposure to infection or until they have taken five days of a 14-day course of antibiotics (Exclude close childcare contacts until they have commenced antibiotics)

Sourced from: <https://www.healthed.govt.nz/resource-table/table-infectious-diseases>

VERSION CONTROL

Version	Date Approved	Approved by	Description of Updates
1.0	04-Apr-14	Emily Robinson	Formatted in standard organisation template.
2.0	08-Aug-14	Emily Robinson	Jodi Nesbitt- Full review of policies. Aligned policies with OSCAR policies.
3.0	10-Jan-15	Emily Robinson	Added January 2015 policy updates.
4.0	08-Aug-16	Linda Weterman	Changed to cover: Out of School Care and Recreation (OSCAR) Programmes, Outdoor Pursuits and Camp Programmes for Children and Young People.
5.0	13-Mar-18	Amy Moreland	Transport Policy updated Behaviour management policy updated
6.0	19-Feb-19	Amy Moreland	Health and Safety section updated Cash Handling policy updated
7.0	30-Oct-19	Brendan Owens	Formatting doc merger GW & Central
8.0	Feb-20	Ben Keat	Update Y logo, change title to include MSD funded camps, doc formatting