



Making the
Difference

YMCA Hawke's Bay

OSCAR Programmes Policies & Procedures Updated 2017

Contents

How to Read this Document	4
Organisational Structure.....	4
YMCA Hawke’s Bay - OSCAR.....	5
Our Vision, Mission and Values:	5
<u>Programme Planning</u>	6
• Programme Procedures.....	6
• Child-centred Services.....	7
• Parent/Caregiver Relationships.....	7
• Responding to Cultural Issues.....	8
• Safe Premises.....	8
• Child’s Personal Property	9
• DVD’s, Film and Media.....	9
• Phone and Tablet Services	10
• Toileting	11
• Eating Areas, Food and Nutrition	12
<u>Service Operation</u>	14
• Enrolment Practises	15
• Attendance and Collection of Children	16
» Signing In	16
» Signing Out	16
» Child Not Arriving at the Programme	17
» Late Collection of Children.....	17
• Missing Child Procedure	18
» Missing Child (Location Unknown)	18
» “Run-Away” Child	18
• Visitors	20
• Transporting Children	21
• Complaints	22
• Positive Guidance	23
• Children with Special Needs or Disabilities	25
<u>Health and Safety</u>	26
• Hazards.....	26
• Risk Assessment	27
• Accidents and Incidents.....	27

• Equipment and Furnishings.....	27
• Unwell Children including Sickness and Injury	28
• Children with Infectious Diseases	29
• Medication	29
<u>Emergencies</u>	30
• Civil Defence.....	31
• Fire	32
• Earthquake	32
• Other Emergency Events.....	32
• Business Continuity and Disaster Recovery.....	33
<u>Healthy Environment</u>	35
• Smoke-Free	35
• Sun-Smart.....	35
<u>Child Protection & Wellbeing</u>	36
• Prevention and Early Intervention	36
• Staff Training.....	36
• Child Abuse and Neglect.....	37
• Reporting Suspicions and Allegations against a Staff Member	39
• Staff Roles and Responsibilities.....	42
• Staffing Policy.....	45
• Duty of Care.....	46
• Anti-Bullying.....	47
<u>Supervision</u>	52
• Adequate Supervision.....	52
• Ratios	52
• Staff Skills and Management.....	52
<u>Management</u>	54
• Staff Files - Employment Agreement, Police Vets, References.....	54
• Reference Checks & Police Vets.....	54
• Effective Process to Support, Manage and Train Staff	55
• Training	55
• Management and Support of Staff.....	55
• Record Keeping.....	56
• Financial Management.....	57

HOW TO READ THIS DOCUMENT

The following abbreviations and definitions may be found in this document.

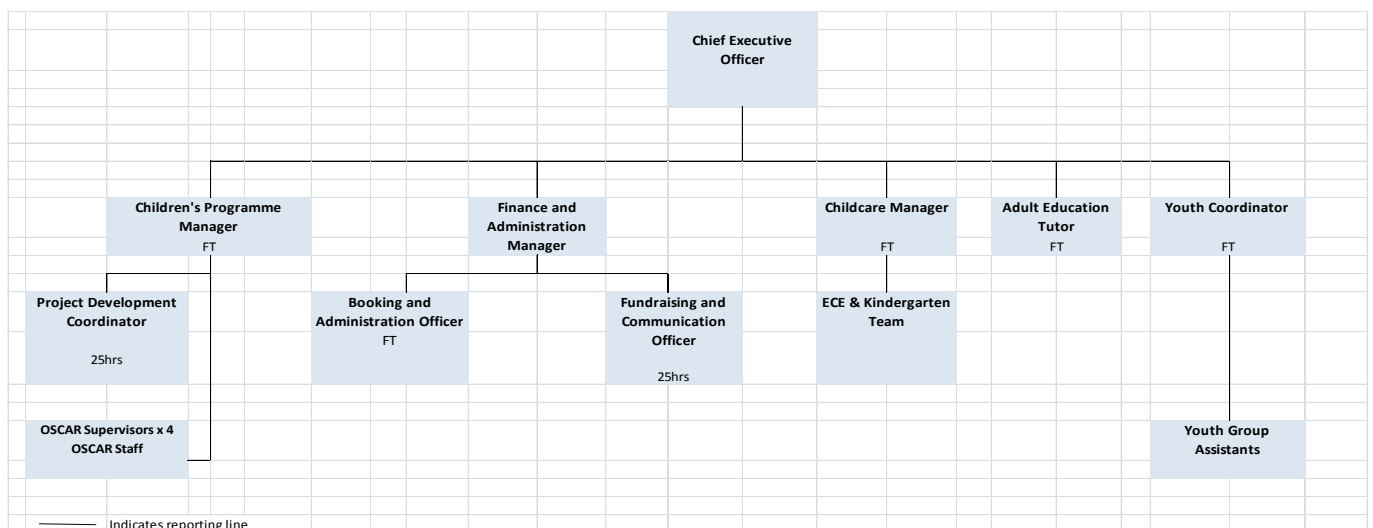
Abbreviations:

- 'OSCAR' stands for Out of School Care And Recreation
- 'YMCA' stands for the Young Men's Christian Association, the organisation these policies are written for.

Definitions:

- Oranga Tamariki, Ministry for Vulnerable Children. (Replaced CYF's)
- 'MSD' Ministry of Social Development.
- 'Duty of care' is the legal obligation each person has to take reasonable care to avoid causing foreseeable harm to another person or their property.
- 'Programme Supervisor' is the person employed for day to day management of a single programme.
- 'Near Miss' is an incident that could have caused serious harm.
- 'OSCAR Manager' is the full time staff member who plans, runs and manages the OSCAR services, staffing and training and oversees the regulatory and safe delivery of each programme.
- 'Parents' refers to parents, guardians and caregivers. The person or people who have responsibility for caring for the young person and may be needed to give permission for certain activities etc.
- 'Staff' generally includes all paid, unpaid, voluntary, full time and casual personnel unless otherwise specified.
- 'CEO' Chief executive officer, the highest-ranking person in the YMCA HB, ultimately responsible for taking managerial decisions, who supervises the OSCAR Manager and reports to the Board.

Organisational Structure



YMCA HAWKE'S BAY- OSCAR

YMCA Hawke's Bay is a registered charity providing services in the Hawke's Bay for over 125 years.

YMCA Hawke's Bay is involved in a broad range of community focused services, including: early childhood education, school holiday programmes, before and after school care, youth programmes, adult learning and volunteer opportunities. We offer a vibrant and energetic atmosphere that caters to all individuals.

We are committed to promoting healthy living, fostering a strong sense of social responsibility and supporting the holistic development of all people to help them reach their potential.

During school terms we offer before and after school care and Holiday Programmes four times a year during school breaks. We aim to incorporate the YMCA's Vision, Mission and Values into everything we do.

Our Vision, Mission and Values:

VISION

We build strong **CHILDREN**, strong **FAMILIES**, strong **COMMUNITIES**.

MISSION

Christian action through community programmes, supporting people to reach their full potential in **BODY, MIND** and **SPIRIT**.

VALUES

Caring - Atawhaitia

Be considerate of others; be helpful, thoughtful, compassionate and kind.

Respect - Whakanuia I te Tangata

Treat others with respect, appreciate diversity, value the worth of every person, including yourself.

Honesty - Te Whakapono

Be truthful, open and sincere; act with integrity in all that you do.

Responsibility - Te Kawenga Atu

Do what is right, own the task at hand; be accountable for your own behaviour and actions.

The Policies and Procedures in this manual have been developed to align with the MSD accreditation standards.

A copy of these Policies & Procedures is available to parents, caregivers and staff and can be sighted at the front desk at each OSCAR Programme venue and our head office reception area. They will also form part of every staff member's induction. These Policies & Procedures can also be requested from the OSCAR Manager or Bookings and Administration Coordinator.

All Policies will be reviewed annually and updated to reflect current practice.

PROGRAMME PLANNING

Policy Statement:

Our programmes aim to provide safe and stimulating environments which cater for children of different ages, development stages, gender, cultural and spiritual backgrounds and those with disabilities / special needs. We aim to provide affordable, quality out of school care and recreation services for families within our local communities.

An emphasis is placed on choice and child/family participation in planning and creating OSCAR programmes where appropriate. Our programmes offer children a place to learn and develop physically, emotionally, cognitively and socially.

Programme procedures:

- A YMCA OSCAR programme should be fun, stimulating, challenging, encouraging, structured and unstructured, focused on providing children with positive experiences and opportunity to learn new skills while being social and interactive with their peers in a safe environment
- Programmes should cater for both indoor and outdoor spaces, provide opportunity for small and large groups and individuals
- Have a range of messy and tactile experiences, opportunities to explore what is real and relevant in their worlds, taking into consideration cultural aspirations within the community
- Spaces that are calm and quiet. Indoor noise levels are not excessive
- All areas of the programme are safe, hygienic and inviting
- A choice of resources and activities are available at all times to support the varied needs of the children at the programme
- Toilets and hand washing facilities' are child-appropriate and encourage independence
- Suitable eating areas are designated and current guidelines for the safe handling of food and delivery are followed
- Assess the interests of participants (child and parents) and gain feedback on what they would like/enjoy doing
- Ensure staff have input into the programme planning
- Ensure site staff are suitably trained and/or experienced for the activities chosen or seek assistance from knowledgeable others
- Consider the dynamics of the group, i.e. gender, age, cultural needs, physical capabilities, numbers
- Consider the environment in which the programme is operating
- Utilise staff, resources and equipment to broaden the range of activities available, i.e. YMCA OSCAR resources, other staff or community facilities
- Include a mixture of sports, games, crafts, cultural experiences, group and individual activities, indoor and outdoor, physical and passive activities and "free time" to ensure you cater for everyone
- Have a day to day, week to week planner that clearly shows outline of programme content, where, when and how it will be delivered

- Have alternative activities available for unexpected events
- Reflect on the effectiveness of programme plans with staff at completion of each programme
Incorporate feedback from debriefs in upcoming programme planning
- Appropriate furniture and equipment for venue and programme

Child-centred services

- Hawkes Bay YMCA OSCAR is committed to offering a child-centred service where the needs and best interests of children are the first and foremost considerations. We aim to be responsive to the diverse and changing needs of the children and families in our community
- Our programme aims to provide a safe and welcoming environment where children can be comfortable in their identity and confident in their culture. We extend the same welcome to parents and caregivers. Through our conversations and activities, we encourage children to understand and respect other cultures. We are committed to providing an environment that is free from harassment, bullying and discrimination

Parent Caregiver Relationships

- We take opportunities to speak with parents/caregivers about the care of their children. We actively seek information from parents/caregivers about any special needs or disabilities and consult over strategies and resources that might help us to work well with their children. Information may be collected in writing on the enrolment form, or through staff discussions with parents/caregivers
- All parents have the opportunity to discuss specific cultural needs and preferences at enrolment and to record relevant information on our enrolment form. We also seek guidance from parents/caregivers when planning activities or events with a cultural element (e.g. festival days, birthdays etc.)
- We provide r informal and formal opportunities for feedback from children and from parents/caregivers.
- We formally evaluate the entire programme once per year and report the feedback and response to parents and programme management
- Our staff regularly seek opinions, feedback and ideas from children, to contribute to future programme planning.

Responding to Cultural Issues

Policy Statement:

Our programmes will not discriminate nor exclude against any child/ren or its family based on their ethnic, social or religious background.

Procedures:

YMCA programme staff will:

- Uphold the Treaty of Waitangi and its implications on how we respectfully partner with local and national Maori entities to ensure this remains a living document and way of life for all peoples in Aotearoa, New Zealand
- Model a culture of respect and appreciation of the diverse cultural values, beliefs and practices within our communities and the wider world
- Model respect for children's' cultural identities
- Value experiences which help maintain cultural identity and wherever appropriate incorporate cultural celebrations and special occasions into the programme so that children grow in their understanding and acceptance of our richly diverse cultures and what they have to offer
- Be sensitive to cultural differences in body language, behaviour, attitudes, values, communication styles and protocols related to cultural beliefs.
- Provide opportunities for children to share their own, and learn about other cultures
- Receive training in responding to cultural issues

Safe Premises

Policy Statement:

All YMCA OSCAR premises are safe and comply with all relevant legislation, local city or district council requirements as well as the Building Act 2004. Potential hazards to the safety of children are repaired, removed or made inaccessible.

Procedures:

- All buildings have a current Warrant of Fitness
- Maintenance of the premises is usually the responsibility of the owner – any breakages, hazards or maintenance issues the YMCA will let the owner know as soon as possible
- All evacuation / emergency plans will be clearly displayed at every venue on the Information Board and on all exits

- OSCAR Manager to perform a site check prior to programmes starting and then quarterly thereafter
- A Hazard Identification Checklist will be completed by the Programme Supervisor and returned to OSCAR manager for any follow-ups required

Child's Personal Property

Policy Statement:

In the interests of staff protection the YMCA staff do not hold onto valuable items or money belonging to any child.

The YMCA is not responsible for any loss of valuables brought to the programme by a participant

DVD's, Films and Media

Policy Statement:

DVD's and other forms of media can be used as part of the programme of activities after thoughtful consideration relating to the content and message. Staff will ensure all media is suitable for the children's ages and that parent's permission has been given.

Procedures:

- TV film, DVD and games will only be viewed that have a G or PG rating
- TV and games may only be used when planned as part of a balanced programme of activities They could highlight a particular activity or interest in the programme. They should not be a daily activity
- These may be planned as part of the programme and advertised in the programme to the parents/guardians, but again is not to be used as a daily activity
- Staff should preview the content prior to use with children
- The age group of the children will be taken into consideration when choosing DVD's, games and other forms of media
- Parents/guardians will be notified of any DVD's, movies being screened at the centre
- All magazines, newspapers and other reading materials will be checked by staff before being introduced into the learning environment

Phone and Tablet Services

Policy Statement:

To ensure the safety of children and staff on YMCA OSCAR programmes adequate phone services and communication devices must be available at all times

Procedures:

- The YMCA will ensure there is a designated cell phone for each OSCAR Programme. This is held by the Supervisor
- Each site has a current contacts list in their Programme folders and the OSCAR Manager has a full list for contacting each site
- It is the Supervisor's responsibility to check that the cell phone and tablet are charged
- Where there is no cell phone service and landline available the OSCAR Manager will demonstrate how they will ensure contact can be made quickly with the appropriate emergency services or the activity will not be able to take place
- YMCA OSCAR cell phones and land line numbers will be available to caregivers - these are displayed on the display boards, the AimyPlus and YMCA website and programme flyers
- Cell phones will be provided for each van
- It is the responsibility of the driver to ensure the phone is adequately charged and has enough credit to cover regular calls and possible emergencies
- Credit updates will be supplied by YMCA finance administrator
- Credit cannot be used for personal calls or texts
- Staff are not permitted to play games or access the internet unless an emergency situation arises eg. Unsure of the appropriate way to a destination while transporting children during OSCAR services

Toileting

Policy Statement:

The YMCA ensures safety and hygienic practice of children while toileting by providing appropriate supervision of children. This is to keep both children and staff safe by minimising any risk of accusations or inappropriate behaviour and encouraging hygienic practices.

“If you’re going to the loo – take two!”

On site Toilet Procedures

Children of the OSCAR programme shall always have available:

- Access to a toilet at all times
- A buddy system must be in place so that no child goes to the toilet alone
- Hand washing facilities MUST include soap and hand drying equipment
- Bathroom facilities available will be cleaned daily at the OSCAR facility
- Where ever possible children will have separate toileting facilities to adults and OSCAR staff
- Where a toilet facility must be shared, a staff member and child will not use the facility at the same time
- The YMCA will ensure the safety of all children, staff and volunteers by educating them of the toileting policy and ensuring procedures are followed
- The OSCAR Supervisor is responsible for monitoring the implementation of this policy and ensuring it is followed

Off site (or shared facility) Toilet Procedures

- Children need to notify 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 will then be accompanied to the toilet 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
- The staff member will first 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
- Staff will check to account for all children before leaving the toilet facility and returning to the group

Eating Areas, Food and Nutrition

Policy Statement:

For health and safety reasons, where food is prepared and stored, it must be able to be kept free from contamination and to be stored, prepared and handled hygienically. There will be designated eating areas and times for the consumption of food for participants while on the programme.

Procedures:

- Snack times are seen as a social event where children and staff can relax, talk about their day and experience a variety of healthy foods. Staff will demonstrate good healthy and hygienic eating habits while with the children, and ensure children have ample energy levels and are regularly hydrated throughout the day
- Regular discussions will take place around ways to prevent illnesses and the spread of illness with children. Important hygiene requirements will be regularly discussed so that children are equipped to take care of themselves and their peers
- The eating and food preparation areas will be kept hygienically clean at all times, all food scraps will be disposed of in correct covered bins and spills immediately wiped up
- Children will be seated while eating or drinking
- Drinking water will be readily available at all times during the programme
- Children's cooking activities will be encouraged to develop life skills. At all times safe and hygienic practices will be followed and appropriate cooking ratios maintained
- Food will not be left on tables and/or uncovered for a long period of time
- Staff will keep a list of all children's allergies and food requirements/restrictions in a prominent place and will adhere to any health plans in place for individual children
- When on excursions a safe, suitable site will be selected and children will clean hands prior to eating
- If there are no hand washing facilities staff will provide "wet wipes" or hand sanitizer for children
- Children will be required to wash hands after toileting

Food Hygiene Requirements:

- A working refrigerator will be available to store food and drinks requiring chilling
- Hot and cold running water will be accessible at the food preparation area
- Separate hand washing facilities will be provided
- All food areas will be protected against vermin and other pests in a safe manner
- Food will be stored in acceptable food storage containers
- Individual cups and eating utensils will be provided
- All staff and children will wash their hands prior to handling or consuming food

- Staff will wear disposable gloves or thoroughly wash their hands before handling food and will handle meats and dairy last to ensure there is no cross contamination of bacteria
- A separate board or storage container will be used for meat
- Different kinds of meat must be stored in their own container
- Food preparation areas will be cleaned down with acceptable cleaner before and after food is prepared
- Food requiring heating will be done so according to manufacturers direction on in accordance with good food heating practices
- Food will not be reheated more than once
- Rubbish will be removed from internal bins on a daily basis and stored in an acceptable refuse storage area
- If the YMCA is providing food on an excursion all provisions will be made to ensure the food is kept hygienically wrapped and/ or at a suitable food storage temperature, eg chilly bin
- Ensure raw and cooked food products are kept separate
- Refrigerate cooked foods as soon as they have cooled down

SERVICE OPERATION

Policy Statement:

The YMCA Hawke's Bay has written policies to show what the YMCA does and how these policies are put into practise. All staff are trained in procedures and these procedures are available to staff and parents.

Programme Outline and hours of operation:

Before School Care at:

- Taradale Primary School from 6:30am – 8:30am
- Arthur Miller Primary School from 7:15am – 8:30am

Parents/caregivers are required to sign their children into this programme upon arrival. The children are offered Milo and toast (or breakfast supplied by family). Quiet activities and support with homework are offered until the completion of the programme when the children are then signed out by staff and escorted/safely dispatched to classrooms

After School Care:

- Taradale Primary School from 3:00pm – 6:00pm
- Arthur Miller Primary School from 3:00pm – 6:00pm
- Henry Hill Primary School from 3:00pm – 6:00pm
- Raureka Primary School from 3:00pm – 6:00pm

Children arrive to venue once the bell has gone or delivered from satellite schools to venue. Regular roll calls are taken, absentees are followed up. Children are signed in by staff and must be signed out by parent/caregiver. A healthy afternoon snack is offered and then a choice of indoor and outdoor activities, arts and crafts, baking, games, and construction. A quiet reading area is available and a homework hub to support children to complete classroom requirements

Holiday Programmes Operate Monday to Friday during the school holidays from 7:30am to 6:00pm at the above sites with the addition of Ebbett Park School for our Hastings Juniors and 720 Pakowhai Road premises for our youth programme

These programmes are developed to support children's age and development. A range of activities both onsite and offsite promote an awareness of the world around them, the place they hold in society, life and social skills, and peer support. They cater for indoor and outdoor activities and offer both group and individual learning outcomes with an emphasis on having fun and living out the YMCA values in a safe environment

Parents/caregivers are required to sign their child in and out each day

Procedures:

At each venue an Information Board will be displayed with the following information relating to the programme.

- YMCA and site Programme Supervisor, team members, OSCAR Manager contact information
- Programme schedule
- Emergency Plan
- Complaints Procedure
- Policies and Procedures
- Terms and Conditions
- Menu Planner
- Other relevant information site specific

Communication with parents/caregivers may be shared in the following ways:

- AimiPlus dashboard site
- Group emails
- Flyers
- Information booklets
- YMCA HB website
- Feedback forms available for parents/caregivers and children to share their views

Enrolment Practises

Policy Statement:

Enrolment practices ensure all relevant information to run the programmes safely is correctly recorded and disseminated appropriately.

Procedures:

- Enrolment dates and information are placed on our website (www.ymcahb.org.nz) and in our holiday programme brochures
- Parent /caregivers enrol online through our YMCA website
- Emergency contacts must be listed with a current contact phone number in the case of an emergency. These details must be kept current by families. A paper copy will be kept at each site in the event that the information cannot be retrieved through the tablet
- It is the responsibility of the parent/caregiver to provide accurate and current details in each of the areas of the enrolment form so that the very best care and safety of the child can be maintained. Failure to provide ALL relevant details can put child's safety and wellbeing at risk
- The closing dates for enrolment are 5.00pm the Thursday prior to the programme commencing. Late enrolments will only be accepted with OSCAR Manager's approval
- All children must be re-enrolled at the beginning of each calendar year and at the beginning of each holiday programme

- If any medical conditions, behavioural details or special needs are indicated on the Enrolment Form then parents will be required to provide additional information relating to the child's special need/s and appropriate strategies for the management of these needs. This information will be gathered on the Medical Information / Consent to Administer Medication Form and/or Special Needs Information Form
- Parents are to inform the YMCA if any enrolments details change or new information on their child is to be added
- Enrolment forms record days of the week that child is enrolled
- Accurate Sign In / Out Forms must be kept

Attendance and Collection of Children

Policy Statement:

Safety of children on OSCAR programmes is of the highest priority. This requires managing the location of enrolled children throughout the programme including attendance, drop off and collection of children systems.

Signing In

- Children are not to be left at the programme at any time prior to sign in
- On arrival, the authorised person bringing the child is responsible to sign the child in on the Sign In section on the tablet
- If the child is coming straight from school the supervisor will be responsible to ensure all children are signed in as above
- The parent/guardian/caregiver who require their child/ren to make their own way to the programme or home after the programme must fill out the Child Sign In / Out Permission Form and present this to the OSCAR Supervisor at the beginning of the day – n.b. the child must be 9 years of age or older. YMCA staff reserve the right to contact the parent/caregiver if any concerns are raised
- The names and contact numbers of all persons bringing and collecting child/ren to and from the centre must be included in the enrolment form. Any changes to this must be first advised to the OSCAR Bookings and Admin co-ordinator
- The person bringing the child/ren to the programme must ensure a staff member is aware of the child's arrival before leaving the site and that any special needs, including medication, are communicated and appropriate forms filled out if medication is to be administered
- If child is absent for the day the relevant section must be filled out explaining absence

Signing Out

- Children must be collected by the closing time of sign out
- The authorised person who is collecting the child must sign the child out on the Sign-Out page on the tablet
- All medication must be signed out and collected
- The centre will not release a child to anyone who is not authorised without prior consent from the custodial parent and proof of identification

- If one parent is not authorised to collect child under any circumstances (e.g. custody issues) the reason must be significant and evidence supplied to the YMCA
- Staff must remain with the children until they are collected

Child Not Arriving at the Programme

- All children arriving at the programme are required to be signed in. Children who are enrolled on a programme and do not show up are marked absent
- If a parent has not contacted the YMCA to say their child is absent and the child has not arrived by the arranged time the following steps will be followed:
 1. The Supervisor must first check the centre cell phone for any texts or messages and check the diary for any written notifications.
 2. The child's school/venue may be contacted first for any absence information they may hold.
 3. The Programme Supervisor will then contact the primary caregiver to locate the whereabouts of the child.
 4. If the primary caregiver cannot be contacted the next contact on the child's enrolment form will be phoned to ask of the child's whereabouts.
 5. If contact cannot be made with any of the parents or care givers whose names are provided on the form the OSCAR Bookings and Administration co-ordinator will be advised.
 6. They will then attempt to contact the child's parents/caregivers or emergency contacts.
 7. If the OSCAR Bookings and Admin Co-ordinator is unable to establish the whereabouts of the child by using the given contact numbers they will inform the OSCAR Manager and contact the Police for advice and support if appropriate

Late Collection of Children

- Parents/guardians/approved persons who are unavoidably detained from collecting their child/ren by the closing time of sign out must telephone the Programme Supervisor to advise of their lateness and their expected time of arrival
- If a child has not been collected by the closing time of sign out the following steps will be followed:
 1. The Supervisor will telephone the parent/guardian/approved person.
 2. In the event of not being able to contact the parent/guardian/approved person the emergency contacts will be called.
 3. If no one can be contacted and the child has not been collected 30 minutes after the programme's closing time the Supervisor will inform the OSCAR Manager and contact the Police for advice and support.
 4. A late fee will apply if children are not collected prior to the programme's closing hours unless by prior arrangement with OSCAR Manager.
 5. A late fee is charged to cover the costs of 2 staff members waiting with child and additional facility charges.
 6. Two staff members will always be in attendance with the child while waiting to be collected.

Missing Child Procedure

Policy Statement:

OSCAR staff are responsible for the safety of every child on their OSCAR Programme. It is the responsibility of the OSCAR staff to follow the below procedure if a child is missing or has left without approval.

Procedures:

Missing Child

- As soon as a child is found to be missing from the programme:
 1. Assemble all the staff to confirm the child has not gone home and has failed to be signed out. Check child's records for any behavioural or medical/special needs
 2. Confirm with the staff where they last saw the child and complete a search of the area
- If the child is not found after a search or within 10 minutes:
 3. Assemble all the children and ask if anyone has seen the child or knows where he / she is, or where they last saw them
 4. Complete another search of the area including asking general public, store owners, other people in the vicinity that may have seen the child
 5. Notify the OSCAR Manager
- If the child is not found at this point or within 15 minutes:
 6. Contact the parent / guardian / approved person and notify them of the situation and the steps you are following
 7. Contact the police, supply a recent photograph and a full description of the child, what they are wearing, where they were last seen
 8. Ensure wellbeing and safety of rest of children and staff on programme

The site Supervisor is to fill out a full incident report stating the group management strategies used prior to the incident, steps taken during the incident and by whom and the result

In the event of media enquiries, ONLY the CEO of the YMCA is authorised to respond. Staff are not permitted to respond to any media enquiry

“Run-Away” Child

As soon as a child is found to have left the programme without approval and their location is known.

- Quickly evaluate the situation:
 1. Can the child be talked to, to have them return to the programme?
 2. Who would be the best staff to send after the child?

3. Does sending someone after the child put the other OSCAR participants at risk?
 4. Is the child likely to put themselves or others at risk?
- If staff are sent to pursue the child they should:
 1. Take a mobile phone with them and ensure they have the Supervisor's number
 2. Attempt to talk to the child and encourage them to return
 3. If talking to the child aggravates them the staff should observe the child from a distance
 4. Update Supervisor on whereabouts of the child and the situation
 5. Stay with the child or keep them under observation until such time as an appropriate person has retrieved the child
 6. If at any stage the child is putting themselves or others in danger of physical harm the staff should use the least intrusive intervention required to maintain the safety of the child and staff
 7. At no time should the staff put themselves in a position where they would be at risk of physical harm
 - If the child does not return at this point the Supervisor will:
 1. Notify the OSCAR Manager
 2. Contact the parent/guardian/approved person immediately to:
 3. Notify them of the situation and steps you are following
 4. Request they come and collect the child
 5. Notify them that police will be contacted if the situation becomes unsafe before they are able to get there
 - The OSCAR Bookings and Admin Co-ordinator will contact the police immediately if:
 1. It is believed the child will put themselves or others in danger
 2. There is the inability to maintain observation on the child until the parent/guardian/ approved person can retrieve the child
 3. You are unable to contact the parent/guardian/approved person
 - Upon resolving the immediate situation:
 1. Complete an incident report
 2. Evaluate the process
 3. Evaluate the cause of the child running away
 4. Address any problems which may have led to the child running away
 5. Work closely with the parent/caregiver to put strategies in place to minimise this happening again

Visitors

Policy Statement:

To ensure child safety on programmes OSCAR staff are responsible for managing access to the programme of visitors. A visitor could include parents/caregivers spending any length of time on site other than just dropping off / picking up a child or any other adult who is not a YMCA staff member or suitable police vetted YMCA contracted worker.

Procedures:

- Programme Staff require any visitors to sign in and wear a Visitors Badge while on site
- Programme Staff may require identification prior to entry
- Programme Staff reserve the right to refuse entry to any visitor, or a parent specifically not approved to collect or visit children
- The visitor is not permitted to be alone with any child
- To administer punishment or disciplinary actions
- To hold adult topic conversation in the presence of any child
- To have access to or use YMCA or other children's property without the permission of the OSCAR Manager or other authorised person
- To interrupt or disrupt the running of the programme
- To take children away from the boundaries of the OSCAR programme
- To conduct themselves in a manner that would bring the YMCA into disrepute
- To identify or portray themselves as a YMCA OSCAR staff person
- Visitors must follow the YMCA OSCAR policies and procedures

Transporting Children

Policy Statement:

Any transport of children on an OSCAR programme will abide with relevant legislation and be by prior approval of parents.

Procedures:

- Parents must give consent for the YMCA to transport their child/ren. This is done upon enrolment in a YMCA programme
- When a child is enrolled on a YMCA programme the child will be transported to the programme venue either by a YMCA van and designated driver or the YMCA's preferred Taxi company
- Van drivers will have a full clean licence, appropriate for the vehicle and be over 20 years of age and will drive with maturity and responsibility
- Children will wear correctly fitting seat belts at all times if provided
- Mobile phones must be carried at all times by drivers
- All vehicles will be legally compliant
- Children will be accounted for by the use of Daily Van Schedules
- The following process will be followed:
 1. The parent/caregiver enrolls the child under the appropriate van pick up tab.
 2. An OSCAR staff member signs the child onto the programme upon arrival.
 3. The parent signs the child out of the programme

If an accident or breakdown occurs:

1. The Supervisor will contact the OSCAR Bookings and Administration co-ordinator who will arrange for alternative transport as needed.
2. If an accident occurs the OSCAR Supervisor will notify the OSCAR Manager and the CEO. The OSCAR Bookings and Admin co-ordinator will contact the parents concerned.
3. Keep children calm and contained in one area and are safe from any further harm. Administer first aid as required

Complaints

Policy Statement:

To ensure that all complaints are dealt with in an appropriate manner and quickly resolved with a positive outcome.

Procedures:

- Complaints forms are available from the site specific Supervisor at all programmes or at the YMCA reception at 720 Pakowhai Road, Hastings
- If any parents/caregivers have complaints about the programme then the following steps should occur:
 1. The complainant's first point of contact should be the Site Supervisor. If this is not appropriate then they should be directed to the Bookings and Admin co-ordinator and/or the OSCAR Manager
 2. The person making the complaint is encouraged to complete a complaint form, if they do not wish to, the staff member must listen carefully to the complaint and document it in detail
 3. The OSCAR Bookings and Admin co-ordinator will keep the appropriate staff informed of all complaints and outcomes
 4. All written complaints are to receive a written reply within 7 days of the complaint
 5. Where appropriate, the complainant should be kept up to date on a regular basis until an outcome is reached
 6. Where possible, the requests of parents will be incorporated in future programme planning and design
 7. Complaints are recorded and kept on file, with each party receiving a copy

Positive Guidance

Policy Statement:

YMCA Hawke's Bay recognise that all children have the right to be safe and feel safe; to receive care and attention; to be treated fairly and with dignity and respect. OSCAR staff strive to provide a secure, harmonious, and stimulating environment, which encourages children to co-operate, enhances their self-esteem, provides them with clear adult expectations, and encourages their ability to interact with others following the YMCA values which are woven throughout the programme.

Through consistent positive guidance practices the staff and management work collaboratively with parents/caregivers and children to encourage and empower children to learn helpful and co-operative behaviours. This approach also includes early intervention with low-key responses and utilising consequences for persistent or more serious behaviour.

Procedures:

Through regular training opportunities staff:

- Model appropriate behaviour including caring and responsive interactions with all children
- Clearly express their expectations of appropriate behaviour in positive terms and reinforce consistently in a developmentally appropriate way
- Provide a stable programme routine, implemented with flexibility in response to children's changing needs
- Provide facilities and resources that allow for varied activity – including rest and relaxation
- Ensure children can assist with programme tasks and have choice/input into the programme activities
- Ensure children are well-supervised during all activities and intervene early if there is any problem
- Encourage children to be a part of the process for identifying and maintaining appropriate behaviour, rules and boundaries, through a collaborative treaty approach. This will clearly identify desired behaviours for both peers and staff to live by
- Encourage positive behaviours by diverting children to more appropriate activities, showing appreciation for appropriate behaviour and building on each child's strengths and achievements.
- Understand that at no times will punitive discipline be used. This includes punishing the child/ren physically, verbally or emotionally. NO basic rights of the child may be denied, eg water, shelter, food

If an incident takes place:

- Staff are to respond by clearly stating the desired behaviour/outcome "Take the ball outside thank you" rather than "Stop throwing the ball inside"
- Redirect child to another more appropriate activity and follow up with positive feedback when child resumes desired behaviour

- Where necessary a few minutes away from the group may be chosen (inclusionary time out). This will be monitored by staff before any further steps are taken
- If, when the child/ren is reintroduced into the programme and unacceptable behaviour continues, then the parents/caregivers will be notified and a verbal / written contract will be set up with the child/ren outlining what is acceptable and not
- If the behaviour persists, staff will state a choice or consequence e.g. “if you continue with then”
- Staff always follow through appropriately with consequences, which may include loss of privileges or equipment; remedying damages; follow up with parents
- Any communication with parents about a child’s behaviour must first be approved by the supervisor. An incident report is required – staff will consult with the supervisor about this

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

- If there are any triggers for the behaviour at the programme and how to manage these, this can be recorded on a behaviour log sheet.
- If the response the child gets for the behaviour (from staff or other children) is meeting the goal of the behaviour and therefore reinforcing the behaviour, making it likely to re-occur staff will take a problem-solving approach, with the aim of forming a consistent set of responses, used by all staff, to help the child behave appropriately. Parents will be kept informed of this process and given the opportunity to offer suggestions towards a suitable strategy.
- Serious or repeated incidents of misbehaviour are recorded and reported to parents. Parents will be asked to meet with the supervisor to discuss concerns. The meeting will review steps that have been taken to help the child and aims to reach an agreement for a behaviour guidance plan, including clear consequences should the behaviour recur.
- All parents and children are advised that a possible consequence for a serious or persistent incident is that the supervisor or OSCA manager may ask parents to come and remove the child from the programme immediately.

Children with Special Needs or Disabilities

Policy Statement:

The YMCA encourages and wishes to enhance the access and inclusion of all members of our community to YMCA services, programmes and opportunities. The YMCA acknowledges the right of child/ren with disabilities. Programmes will make provision for the appropriate care and recreation of any child/ren with special needs who attend.

Procedures:

- The YMCA will aim to provide disability awareness training to its Programme & Holiday Programme staff
- Relevant information (including suitable management strategies) will be obtained from parents /caregivers via the Assessment of Special Support Needs and/or Medical Information Forms, in addition to what is stated on the Enrolment Form
- The OSCAR Bookings and Admin Co-ordinator will inform the OSCAR Manager and the Programme Supervisor of any relevant details needed to include the child. The YMCA will consult with the parent/caregiver or a relevant agency to identify the level of support required for the child
- The Programme Supervisors will in turn inform all staff of any relevant details needed to include the child. Ratios will be set according to the individual needs of the child
- If the child requires a support person, the parent/caregiver or agency must ensure one is present. Any extra costs incurred will be at the expense of the family enrolling the child
- The YMCA endeavours to provide programmes that are inclusive. However, where it is deemed that the special needs of the child cannot be catered for (where the needs of the child cannot be catered for or programme quality/safety is compromised) then staff will discuss alternative options with the parent/caregiver. The YMCA will maintain a relationship with other relevant agencies to support referrals
- The YMCA will work to accommodate all children into programme, if there are safety concerns we reserve the right to remove or adapt service for child
- Wherever possible the YMCA will work with its facility providers to ensure that access is provided to a standard that promotes dignity and ease of accessibility to all YMCA programme venues

HEALTH AND SAFETY

Policy Statement:

The YMCA Hawke's Bay is fully committed to the safety and wellbeing of every child, young person, staff member, parent and adult involved with the YMCA. Therefore it will as far as reasonably practicable, provide a safe and healthy environment for the mind, body and spirit of all those involved.

Staff will be made aware of our health and safety procedures, where assembly points and emergency kits are kept and all other relevant information, site specific for the safety of themselves and all others in the programme.

The YMCA Hawke's Bay will comply with all relevant legislation and professional standards, including the Health and Safety at Work Act 2015 (HSWA), Health and Safety at Work (General Risk and Workplace Management) Regulations 2016, Health and Safety at Work (Worker Engagement, Participation and Representation) Regulations 2016

General Procedures:

In meeting this commitment the management of the YMCA aims to:

- Provide a safe and hygienic work place, safe equipment and proper materials
- Accurately report and record workplace incidents and accidents
- Comply with all legislative requirements
- Regularly review, and continuously improve health and safety management
- Provide staff with appropriate information and training, as well as involving them in the development and ongoing maintenance of health and safety systems

Hazards:

- Any hazards identified by the Supervisor will be recorded on a Hazard Identification form, and steps taken to minimise, isolate or eliminate it. All significant hazards which are of immediate danger will be avoided and reported as soon as possible to the OSCAR Supervisor.
- All major building hazards or maintenance issues will be reported to the OSCAR Bookings and Admin Co-ordinator immediately. The OSCAR Bookings and Admin Co-ordinator will contact the owner of the building. An incident report will be written and the OSCAR Manager will be notified.
- Carry out regular hazard/accident/incident reviews and report at both management and board levels, (including consultation or co-ordination as required with key stakeholders (School BOT, MSD, YMCA National where applicable) This will ensure that the appropriate actions are followed up providing a pathway of continual improvement to premises, resources, and the health and wellbeing of all concerned
- Actively manage the risk of harm through effective supervision, regular safety checks, health and safety meetings and review of safety practices across the YMCA
- Informing everyone involved about safety precautions – children, parents, staff, others
- Engage in appropriate planning and preparation for emergencies, including natural disasters
- Ensure the OSCAR Manager and Supervisor visit any new site to ensure it is safe, identify any potential hazards and minimise, isolate or eliminate accordingly

Risk Assessment:

- RAM's (Risk and management) forms are to be updated and completed prior to all offsite activities by the relevant managers, supervisors and staff of each department. The sites must be visited to ensure suitability of venue and activity
- Onsite RAM's are also to be kept up to date and take into account the specific nature, location and risks associated with the activity intended

Accidents & Incidents

Procedures:

- If an emergency situation occurs staff are to dial 111 for emergency services
- In the event of an accident/incident or near miss the first priority is for staff to manage the safety of all participants and provide first aid to any injured parties
- If participants require outside medical attention the Site Supervisor will call for an ambulance and notify the OSCAR Manager as soon as is practicable
- If participants require emergency evacuation or emergency treatment the Supervisor will notify the OSCAR Manager who will notify the CEO
- An Accident/Incident Report Form will be filled out for any accident/incident/near miss
- Parents will be notified of the event and are required to sign the Accident/Incident Report Form
- Parent /caregiver will receive appropriate and timely notification and feedback around the illness/accident and care provided.
- All forms will be given to OSCAR Manager for review within 48 hours if they are serious or handed in with site paperwork otherwise for evaluation and follow ups
- Forms are then filed in the Accident and Incident register located in the CEO's office.
- All accidents/incidents will be reviewed at the end of each school term/holiday programme to look at trends, identification of risks and other useful information that may assist in updating RAMs /Policies or Procedures in order to make programmes safer in the future
- Accidents resulting in serious harm must be notified to OSH (www.osh.govt.nz) as soon as possible (but within 7 days). A full definition of serious harm is defined in the Health and Safety Act 2015

Equipment and Furnishings

Procedures:

- Participants will be taught the correct way to use all equipment and furnishings in accordance with manufacturers recommendations
- Challenging equipment, such as gymnastic equipment and trampolines should be used under supervision using appropriate safety guidelines, protection and soft fall surfaces at all times
- Correct safety clothing should be worn at all times on necessary equipment e.g. Safety helmets
- Equipment should be checked regularly by staff to ensure they are safe, clean and in working order.

- Food storage and eating areas to be cleaned regularly, according to the programme roster
- Equipment needing replacement should be registered on a requisition form and reported to the OSCAR Manager for disposal and purchase of replacement
- Broken or faulty equipment must be removed from use and either returned to OSCAR manager for repairs or correctly disposed of.

Unwell Children including Sickness and Injury

Procedures:

- No sick children are to be admitted to a programme, if a child arrives unwell, the parent/caregiver will be asked to take them away again to minimise the spread of an illness
- All premises, especially eating and toileting areas are to be kept hygienically cleaned daily to inhibit the spread of disease
- If a child becomes unwell during a programme, the child will be made as comfortable as possible in an area isolated from the main group. A blanket and pillow are provided at each site for this purpose. First aid will be administered if required and a staff member will remain with the child until they are collected
- The Site Supervisor, or nominated staff member will contact the parent/caregiver of the sick child, and ask for them to be collected as soon as possible. Parents are advised of this upon enrolment in our terms and conditions
- Medication can only be administered if the parent/caregiver has correctly filled in the "Consent to Administer Medication" form and signed 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 and clearly labelled with child's name, and the dosage required. This includes those that children are allowed to self-administer e.g. asthma inhalers
- 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
- Staff will only administer medicines in accordance with the written dosage
- In the event that the main contact and all other contacts are not able to be contacted
 - medical treatment will be sought in consultation with a registered medical practitioner
- The OSCAR Manager will be notified if emergency evacuation or treatment is required
- Any cost incurred will be passed onto the parent/caregiver
- Parent / caregiver will receive appropriate and timely notification and feedback around the illness/accident and care provided
- YMCA staff are required to complete an Accident / Incident Report Form after treating any accident, illness or injury. Parents will be notified of event and are required to sign the form. They will then be given to the OSCAR Manager
- The YMCA will contact the injured person or the child's parent/guardian as soon as possible after the accident, illness or injury to enquire about their recovery
- There will be a minimum of one current first aid certified staff member per programme

- A well-equipped first aid kit is available at each site and smaller kits in each offsite backpack. An itemised list is with each kit which will be checked quarterly or before the commencement of holiday programmes and any missing items reported to OSCAR manager for replacement

Children with Infectious Diseases

- Staff should avoid contact with blood, body fluids and vomit whenever possible and wear the gloves provided when dealing with these at all times. Masks and protective clothing will be available at all times
- Maintain a high standard of hygiene at all times, both personal and in the workplace environment. This requires staff to be aware of their personal hygiene and prompt attention to spills, regular disinfecting of equipment, cleaning tables and floors after break times and messy play
- Always cover all cuts and abrasions, especially on arms, hands and face, with a bandaid or similar dressing
- Parents / Guardians will be notified if there is an outbreak of an infectious illness. Programmes are required to notify the OSCAR Manager (by phone, if possible) of any disease or infection listed on the Ministry of Health Infectious Diseases Chart. This includes but is not restricted to:
 - Measles
 - Mumps
 - Pertussis (Whooping Cough)
 - Impetigo
 - Gastro enteritis
 - Streptococcal Throat

A copy of the Infectious Diseases Chart will be located at the sign in desk at each programme

Children affected will be excluded from the programme for the number of days specified on the chart

Medication

- All medication (with the exception of Asthma Inhalers where authorised by a parent) is to be handed into the Programme Supervisor for safe keeping
- Medication will only be administered by programme staff if:
 1. The parent/guardian has completed a signed Form” or in the case of an emergency by phone contact, followed by a signature at the time of arrival by the parent/guardian
 2. If it is an over the counter medicine that has been authorised by the parent/guardian
 3. It is prescribed by a doctor and has the original label detailing the child’s name and the required dosage. Prescription medication will be administered only to the child for whom it is prescribed, from the original container bearing the child’s name and with a current use by date
- Before medication is given to a child, the staff member will verify the correct dosage with another staff member

- After giving the medication, the staff member will complete the medication record on the Consent to Administer Medication form
- The parent / caregiver is to sight and sign off the child's medication record daily upon sign out of the child. If children are receiving medication at home, but not at the programme the staff should be advised of the nature of the medication, and its purpose, and any possible side effects it may have on the child

EMERGENCIES

Evacuation Drills

Staff will conduct a full evacuation drill for fire, earthquake and lock down once per term (ASC) and once a fortnight per holiday programme (HP).

The evacuation drill will include the following checks:

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

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

Emergency Procedures

In all emergencies stay calm, Walk, Do Not Run

Treat all alarm signals as an evacuation and follow procedure to evacuate to assembly area. The locations for each site are on the parent notification boards

If YMCA staff identify an emergency 3 (three short bursts from the whistle must be sounded and everyone is to make their way to assembly point

Staff Responsibilities in an Emergency

The Site supervisor will oversee the evacuation by

- Contacting emergency services, as required
- Allocating staff to check all inside areas (toilets, kitchen, hallways)
- Allocating staff to supervise children during evacuation
- Ensure everyone immediately proceeds calmly to safe assembly points, walk, do not run
- Collect attendance register, cell phone, first aid kit and emergency plan folder (including emergency contact information for all children)
- When all checks are complete call the roll. All children must be clearly accounted for (including children who have already left the programme), as well as visitors

No one is to re-enter building until the all clear is given by the Site Supervisor or designated staff member

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

The Site Supervisor will ensure the evacuation is recorded / reported, along with any recommendations.

- Duty of Care will be followed and the safety of all involved is constantly monitored
- Dial 111 (if necessary)
- Notify management as soon as possible
- OSCAR Bookings and Admin Co-ordinator 027 838 7913
- OSCAR Manager 027 204 8909
- CEO YMCA HB 022 323 7570

Evacuation assembly point

The locations for each site are displayed on the site's parent notice board.

Civil Defence

Nearest civil defence locations are as follows:

- Henry Hill Primary – William Colenso College, 21 Arnold Street, Onekawa
- Arthur Miller Primary – Taradale Intermediate, 6 Murphy Road, Taradale
- Taradale Primary - Taradale Intermediate, 6 Murphy Road, Taradale
- Raureka Primary – Hastings Sports Centre, Railway Road, Hastings
- Ebbett Park Primary – Hastings Sports Centre, Railway Road, Hastings

If a civil defence emergency is occurring, all children and staff will remain at the programme if possible and staff will await instructions from emergency agencies and/or YMCA management. They will stay together until parent/caregiver or civil defence are able to collect children or move everyone to a safer site

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

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

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

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

- All contact information for children
- First aid kit
- Radio

- Drinking water
- Toilet paper
- Plastic rubbish bags
- Any special medication, inhalers etc

FIRE

All staff will be notified of the locations of both fire alarms and extinguishers along with emergency policy and procedures on the first day of the programme.

- Raise alarm, Supervisor to call 111 and ask for Fire Services
- Evacuate from nearest fire exit when alarm sounds
- Do NOT run or try to pass others along the route to the assembly area
- If safe to do so extinguish the fire
- Do full roll call, including all adults on site
- Keep children at the assembly point until danger has passed
- Children will only be released to Family/Caregivers upon signing the child out or signing a Child Release Form if unable to sign out

If relocation has to occur a notice will be left in a suitable place or with anyone remaining stating where everyone has relocated to

EARTHQUAKE

If indoors:

- Staff to give clear instruction: "Earthquake; drop, cover , hold
- Drop, take cover under a desk or table and hold onto the legs until the shaking stops
- Keep away from shelves containing heavy objects and other large items of furniture
- Keep away from windows

Stay indoors until the shaking stops and it's safe to go outside.

If outside, assemble away from power lines, trees, buildings.

Be alert for aftershocks.

It may be necessary to take steps to turn off power or water supply.

OTHER EMERGENCY EVENTS

Tsunami

The YMCA Henry Hill site is situated in the civil defence yellow zone.

The yellow zone should be self-evacuated by all people if a long or strong earthquake has been felt. It is the maximum area to evacuated should a large tsunami be generated close to New Zealand, a near source. There is no time for official warnings. (Civil Defence Notification)

The earthquake will be the only natural warning of a tsunami, don't wait for sirens. The most important thing is for people to use their own initiative in any evacuation, so evacuate in a calm and

orderly manner on foot from James Foley entrance and out to Kennedy Road, heading towards Taradale

Both Taradale and Arthur Miller sites do not fall under any zoning but care needs to be taken in following any procedures that could affect the safety of children and staff at each site

Tornado

- Stay indoors.
- Close windows and external doors.
- Close curtains to reduce risk from broken glass.
- Move to centre of the room, away from windows, or to an internal room.

BUSINESS CONTINUITY AND DISASTER RECOVERY

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

If an alternative venue is required:

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

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

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

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

Volcanic eruption

- Stay indoors or seek refuge indoors immediately.
- Save water at an early state as supplies may become contaminated.
- If you must go outside use protective clothing if possible, cover your head and breathe through a mask or cloth.

Flood

- If evacuating the YMCA premises raise all chemicals from floor level, disconnect electrical items and turn off any electricity or gas at the mains
- All flooded areas will be avoided

- If outdoors attempt to make it to high ground

Animals on Premises

- No animals are permitted on YMCA OSCAR premises without the consent of the OSCAR Manager
- If approved they will be required to be clean, healthy and to not endanger the children's health
- In the case of a dangerous animal entering the OSCAR venue, the group will be assembled together in a safe area until the animal is contained/ leaves venue or is collected by Animal Control/Police

HEALTHY ENVIRONMENT

Smoke-free

- Staff may not smoke while on duty or when in sight of the children
- Staff are required to remove all YMCA identifying clothing when smoking
- Smoking is not permitted in YMCA vehicles, buildings or on YMCA sites
- All parents and visitors will be made aware that the programme and premises are smoke-free and will be asked to abide by our Smoke-free policy

Sun-Smart

We understand the potential damage excessive exposure to the ultraviolet radiation (UVR) from the sun can cause and so have the following procedures in place

- Sun safe practices will apply from September until the end of April the following year, to ensure that children and staff are protected from extended exposure to the UVR. Note that sun protection is required between 9am and 5pm
- Staff will “model” wearing appropriate hats, clothing and sunscreen during the sun safe period, as well as opting for shaded areas where possible
- Children must wear a hat when outdoors. No hat, no outdoor play
- Children will be encouraged to apply their own sunscreen and staff will supervise all children to ensure it is applied correctly and assist as required. Sunscreen with protection SPF 30+ or higher will be available for the use of children and adults. Sunscreen will be applied 20 minutes before exposure to the sun and re-applied every two hours
- Children will wear water resistant sunscreen whilst swimming and allow time for application
- If children are allergic to the sunscreen the Supervisor provides, it is the responsibility of the parent/caregiver to supply their own sunscreen
- Appropriate clothing for sun safety includes: shirts with sleeves and/or shoulder cover, collars and sun hats with wide brims and/or flaps
- Programme activities will be scheduled as much as possible to minimise exposure during the hottest part of the day
- Sun-safe and shaded areas at the programme venue will be utilised and children will have access to shaded play areas
- Parents will be informed through Parent notifications and on enrolment of the policy regarding sun-safety and reminded to send children with appropriate clothing. When enrolling, parents will be asked if their children have any allergy to sunscreen. The programme will seek parent permission to use its own sunscreen. Parents may provide their own sunscreen if they wish to do so
- Parents will be advised to provide appropriate sun-coverage clothing for swimming and beach trips such as suitable t-shirts, sun suits etc
- This policy will be communicated to parents prior to each sun safe period and will be positively reinforced through notices and other communication

CHILD PROTECTION AND WELLBEING

Prevention & Early Intervention

Policy Statement:

YMCA Hawke's Bay is committed to the prevention of child abuse and to the protection of children and young people. The wellbeing and safety of children and young people is a primary goal of our organization and as such all cases of suspected child abuse will be responded to in a manner which best ensures children's immediate and future safety and wellbeing.

YMCA Hawke's Bay will not tolerate abusive behaviour of any kind and will promote a culture of child protection by making this policy and the relevant procedures visible to parents and the community - including in enrolment information and notice boards.

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

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

Definitions:

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

- Physical abuse - any acts that may result in physical harm of a child or young person
- Sexual abuse - any acts that involve forcing or enticing a child to take part in sexual activities, whether or not they are aware of what is happening
- Emotional abuse - any act or omission that results in adverse or impaired psychological, social, intellectual and emotional functioning or development
- Neglect - the persistent failure to meet a child's basic physical or psychological needs, leading to adverse or impaired physical or emotional functioning or development
- Family violence may be witnessed/experienced by children and involve physical, sexual and emotional abuse

Staff Training

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

As part of their induction, new staff are explained:

- The programme policy and commitment to child protection

- Procedures for supervising children and minimising the risk of an allegation of inappropriate behaviour
- Recognising abuse and neglect
- What to do if abusive behaviour is observed
- The process for reporting any concerns
- How to respond to a disclosure of abuse
- In-house training about child protection and the contents of this policy will be included at each holiday programme induction and new staff inductions and appropriate external training will be accessed whenever possible

Identifying Child Abuse and Neglect

All staff will be made aware of the signs of potential abuse or neglect (see below)

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

Signs of Potential Abuse / Neglect

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

Responding to Child Abuse

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

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

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

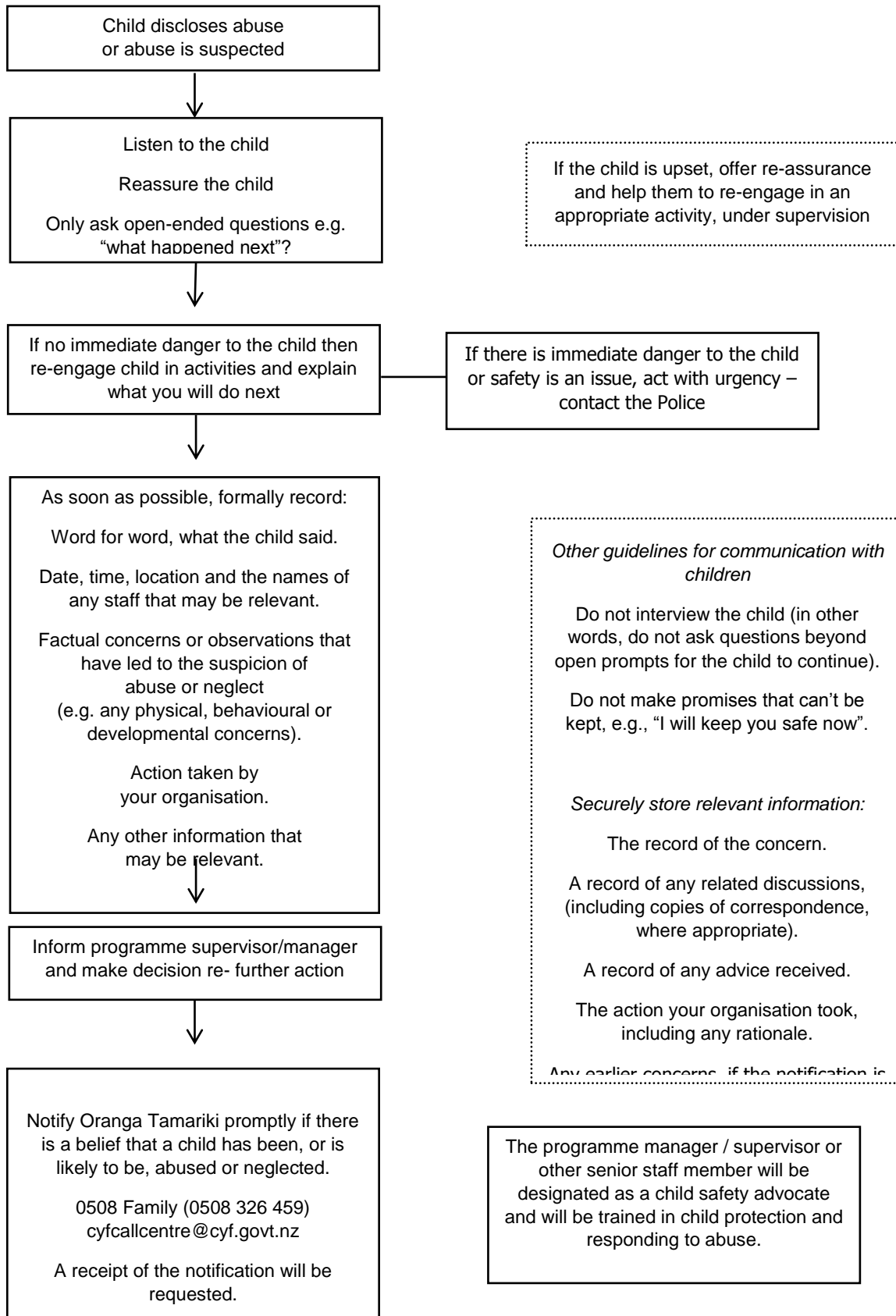
Staff will respond to suspected child abuse or any concerning behaviour by writing down observations, impressions and communications in a confidential register. This will be kept separate from other programme records and enrolment information etc

Do not interview the child but record the disclosure accurately. Never ask leading questions. Reassure the child they have done the right thing and ask “Is there anything else you want to tell me?” Confirm with them that they do “feel safe”. Do not make promises or give a child/young person the undertaking that you will be able to keep any information a secret

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

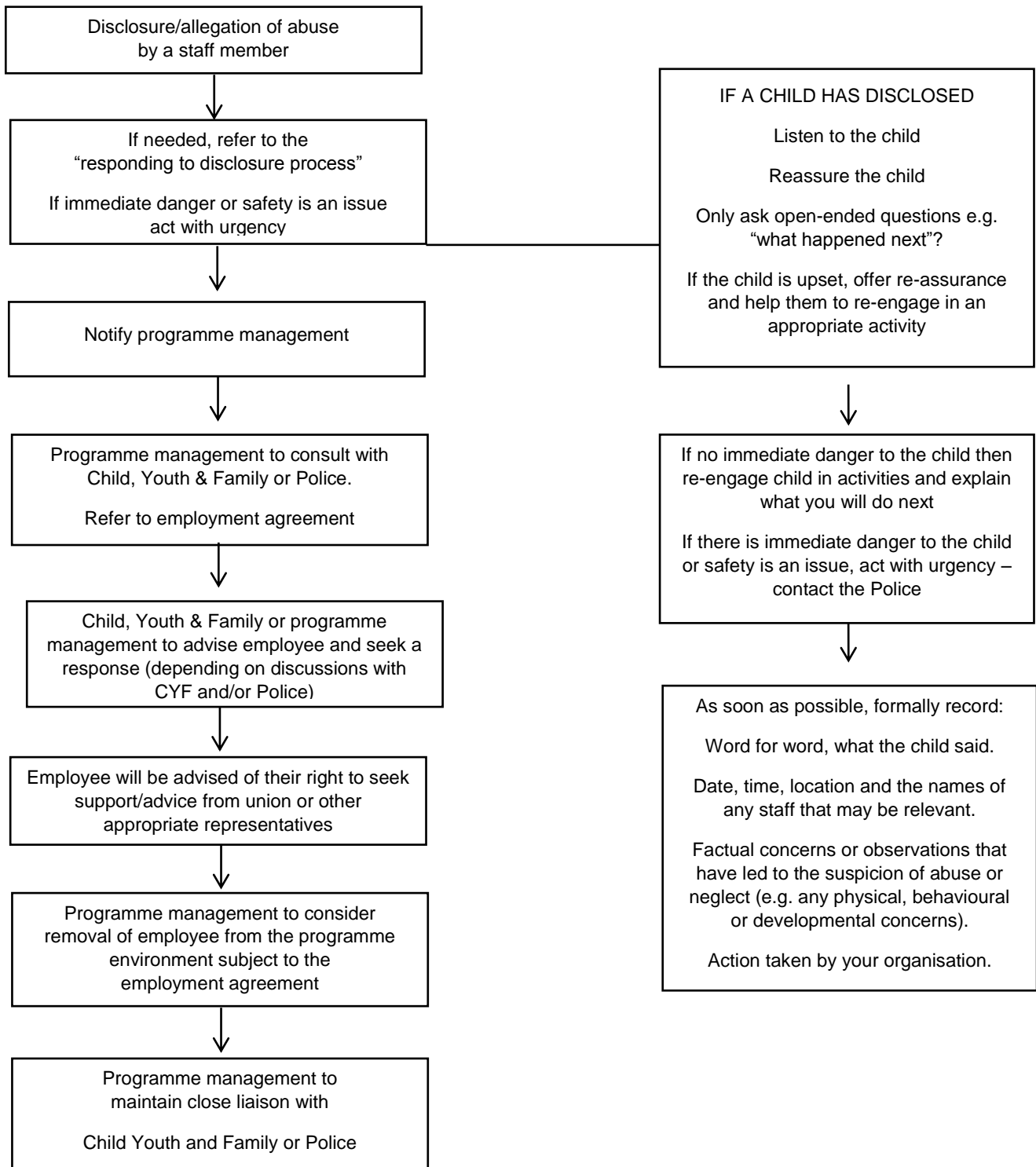
Staff who are responding to cases of suspected child abuse are entitled to have support. The programme will maintain knowledge of such individuals or organisations that provide support and will assist staff to access these services as needed

Responding to a disclosure/concern about abuse



When an allegation of abuse is made against a staff member

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



Confidentiality and information sharing

This organisation will seek advice from Oranga Tamariki and/or the Police before information about an allegation is shared with anyone, other than the service manager or designated child protection advocate in the organisation

In general, when collecting personal information about individuals, privacy and confidentiality will be maintained

Staff may disclose information under the Privacy Act/Health Information Privacy Code where there is good reason to do so – such as where there is a serious risk to individual health and safety (see privacy principle 11/Code rule 11). Disclosure about ill-treatment or neglect of a child/young person may also be made to the Police or Oranga Tamariki under sections 15 and 16 of the Children, Young Persons, and Their Families Act 1989

Parents will be informed about this limitation to confidentiality in the programme enrolment information

Peer abuse

The YMCA Hawke's Bay will ensure that the safety of the child or young person is paramount and no form of physical, sexual or verbal harassment or violence from peers will be accepted or tolerated

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

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

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

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

Child and staff safety – supervision and conduct guidelines

These specific guidelines are concerned with minimising the risk of allegations of inappropriate conduct. They should be read in conjunction with the Staff Code of Conduct, which outlines a wider range of staff behaviour guidelines.

All staff should be aware of situations where they could be alone with children. These situations are to be avoided

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

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

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

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

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

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

Staff are to provide physical comfort and reassurance when needed by children but avoid initiating physical contact or displaying signs of affection. Staff will not allow children to sit on their laps, touch them inappropriately or climb on them

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

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

STAFF ROLES AND RESPONSIBILITIES

Ministry for Vulnerable Children - Oranga Tamariki

Oranga Tamariki is a government agency that carries out the requirements of the Oranga Tamariki Act 1989. Its responsibilities are to investigate abuse and neglect concerns and to provide care and protection for children found to be in need

NZ Police

The New Zealand Police:

- Works cooperatively with CYF in child abuse and or neglect protection work
- Investigates cases of abuse and/or neglect where an offence has, or may have, been committed
- Prosecutes offenders where an offence has been committed
- Accepts reports of suspected child abuse and or neglect and refers them to Child Youth and Family

YMCA Responsibilities

YMCA is responsible for ensuring it has:

- A policy for the management of child abuse and neglect
- Mandatory training for staff
- Processes to ensure the policy is adhered to, such as audits

- Adequate support and supervision for staff
- The YMCA recognises that the safety of the child is paramount when any decision or action is taken regarding suspected abuse
- A minimum of two staff will supervise the programme at all times
- Programme volunteers and staff will be provided with the YMCA Code of Behaviour which outlines expected appropriate behaviour, supervision, discipline, and the prevention, detection and reporting of child abuse
- The YMCA will support the roles of the police and Oranga Tamariki in the prevention and investigation of child abuse and will consult these organisations to assist in dealing with cases of child abuse
- During the programme staff will be aware of where children are and what they are doing at all times. Staff will also be aware of what other staff are doing and where they are
- The YMCA staff will not assume responsibility beyond their level of expertise
- 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 honoured.
- All adult visitors to the programme must sign in and out, and will be supervised and visible to staff when on site
- All Oscar programme staff will be provided with Child Protection Training annually to enable them to recognise potential abuse indicators, and the procedures they must follow if they suspect abuse or if a child discloses abuse to them
- Staff are expected to follow the reporting processes, however any person, including staff has the right to report suspected abuse directly to Oranga Tamariki or Police if they feel the child's immediate safety is threatened (Oranga Tamariki Act 1989 part 2(15))

SUPPORT

Offer Support

If the child/young person is Maori or Pacific Island, offer to involve the Maori Health /Pacific Island agencies to assist with appropriate cultural support or another culture support agency. Also contact:

In the case of a Mental Health client involve the Child Adolescent and Family Service (CAFS), Mental Health or if appropriate the Maori Mental Health Unit – Te Korowai Hou Ora.

Child Youth and Family (CYF).

Community Agencies – refer to Zero Tolerance to Violence leaflet.

*Communicate with
Parents and
Caregivers*

There must be an agreed and documented decision on who will be responsible for communication with the victim's family/caregivers.

Do not discuss concerns or child protection actions to be taken if it will place the victim and or health provider in danger

SAFETY AND SECURITY GUIDELINES

Community Setting

Should there be an immediate threat to the child or any other person's physical safety:

- Dial 111 for urgent police response.
- Make notification to Oranga Tamariki - mark it urgent and contact both Oranga Tamariki National Call Centre and local office
- Only management are to speak with any of the relevant agencies once the initial contact has been made. In the case of OSCAR programmes this will be the OSCAR manager, or if unavailable, the OSCAR co-ordinator. The CEO is to be kept aware of the situation and will intervene as necessary

STAFF RESOURCES

*Support for Staff
Members*

In any case where staff have been involved in reporting and or management of child abuse and neglect, it is recommended that they obtain support from either a colleague/clinician/Unit Manager or the EAP Programme

REFERENCES

- [Vulnerable Children Act 2014](#)
- [Health Information Privacy Code 1994](#)
- [New Zealand Public Health and Disability Act 2000](#)
- [Code of Health and Disability Services Consumers' Rights](#)
- [Domestic Violence Act 1995](#)
- [Human Rights Act 1993](#)
- [Privacy Act 1993](#)
- [Child, Youth & Family. \(2001\). – An interagency Guide to Breaking the cycle. "Let's stop child abuse together".](#)
- [Ministry of Health. \(1998\). Family Violence. Guidelines for Health Sector Providers to Develop Practice Protocols. MOH: Wellington.](#)
- [Ministry of Health. \(2002\). Family Violence Intervention Guidelines. Child and Partner Abuse. Wellington.](#)

Staffing Policy

Policy Statement:

YMCA OSCAR will have a sufficient body of qualified and competent staff to deliver, manage and support the service at all times

Each staff member will receive a Staff Code of Conduct which will serve to provide information on effective and suitable staff conduct

YMCA Hawkes Bay OSCAR programmes will:

- Have current policies and procedures for the recruitment of competent staff and volunteers that complies with current legislation including the Vulnerable Children's Act 2014. The Vulnerable Children's Act prohibits people with certain criminal convictions from working alone with children unless they have an exemption. The restrictions are specified in Schedule 2 of the Act and apply to people who have convictions involving children and/ or violent behaviour, including child abuse and sexual offending
- All positions will be advertised
- Position descriptions will be state responsibilities and skills and standards that are required
- All new staff will complete an application for employment
- Interviews will be conducted by 2 YMCA management staff. The interview process will consist of selected questions used with all applicants
- All aspects of an applicant's background will be considered including their level of maturity, experience and training
- All persons will have equal opportunities and recruitment procedures will be fair and consistent.
- Applicants will be considered on their own merit.
- At least 2 referees will be contacted prior to employment and interviewed following criteria determined by the YMCA Human Resource Team. They will not be family members and will include their most recent employer.
- No person under the age of 18 will be employed as staff or in a volunteer capacity or considered as contributing to the staff/child ratio
- Any member of the management team, including site supervisors will not be under the age of 20 years
- All staff will be subject to police vetting prior to employment and at subsequent intervals of 3 years
- All staff will sign a current job description; reviewed each 2 years and an employment contract. They will be given a copy of YMCA Code of Behaviour.
- Where staff return to work within the YMCA they will be subject to a performance appraisal prior to re-employment. This is intended to increase awareness of the current needs of the business and to ensure quality practices are maintained

- All appraisals will be the responsibility of the Childcare Services Manager
- Appraisals will be confidential and based on the position description and staff contract. It will establish individual and group strengths and identify areas for personal development
- YMCA Hawkes Bay will:
 1. Provide a written agreement of service with all staff and volunteers
 2. Provide adequate induction, training and support for all staff
 3. Use an effective performance management system for all staff
 4. Ensure all staff are clear about their areas and limits of responsibility, and expectations of their work and behaviour.
 5. Ensure all staff are aware of and working within the legal obligations of the Duty of Care Policy
 6. Suspend any current staff member if they become aware that they have been convicted of any offences deemed relevant in the Vulnerable Children's Act 2014, or any other relevant Act, until they have gained an exemption or been formally dismissed

The YMCA defines *staff* as anyone the organisation relies upon to deliver its services. This includes management, paid staff and volunteers

Duty of Care

The YMCA has a legal responsibility or duty of care to protect people in their care, using their facilities and participating in YMCA activities.

YMCA staff and volunteers have the same "Duty of Care"

What is a "Duty of Care"

Duty of care is "a moral or legal obligation to ensure the foreseeable safety or wellbeing of another person or their property"

Duty of Care is breached by failing to do what is reasonable or by doing something unreasonable that results in harm, loss or injury to another. This can be physical harm, economic loss or psychological harm

The YMCA, managers and its employees will fulfil this duty of care by taking reasonable steps to ensure that children and others, are protected from risk

Factors to be considered in situations of potential harm are:

- The risk and likelihood of harm
- The sorts of injuries that could occur and an assessment of those injuries
- Precautions that could be taken to minimise the risk, harm or the seriousness of the injury
- The usefulness of the activity involving risk
- Current professional standards relating to the risk

Avoiding harm or injury involves

- Determining when harm or injury is foreseeable
- Taking account of the seriousness of the potential harm
- Assessing risks from the other persons perspective
- Recognising that some risks are reasonable
- Not actively harming or injuring the other person
- Avoiding discrimination and overly restrictive options
- Avoiding compromises to the rights of others
- Noticing risks that other persons alert you to
- Recognising when persons are at risk from others
- Supporting people to confront risks safely
- Safeguarding others from harm or injury
- Maintaining confidentiality. Duty of care will be the greatest to the persons who rely on the worker the most

Procedures

All staff and volunteers involved in the care of children or young people at the YMCA will at all times provide a level of care that is reasonable and consistent with the policies and procedures outlined in this manual

Staff and volunteers will not carry out tasks that require qualifications and training that they do not have

All staff and volunteers will promptly report concerns about the safety of children and adults (including environmental hazards) to the Supervisor, if no action is taken, to the OSCAR Supervisor or OSCAR Manager so that appropriate action can be taken.

Anti-Bullying Policy

Policy Statement:

The YMCA is completely opposed to bullying and will not tolerate it. It is entirely contrary to the values and principles we work and live by. All members of the YMCA organisation have a right to work in a secure and caring environment. They also have a responsibility to contribute, in whatever way they can, to the protection and maintenance of such an environment.

Mission Statement

Building, empowering and engaging with youth has always been a fundamental purpose of the YMCA. Since our international establishment in 1844 (1855 in New Zealand), the YMCA movement

has developed into an organisation that puts the emphasis on providing the building blocks that enable people to live rewarding lives. Our values are:

- Caring
- Respect
- Honesty
- Responsibility

These values are reflected in the work we do to build strong kids, strong families and strong communities. YMCA South's objective is to continue this mission and be known throughout our region as an enabler of people that collaborates well with other agencies to meet the needs of our community. We achieve this through ensuring that we have great staff and services tailored to our community's needs.

Principles

The following principles are the foundation for anti-bullying policy and procedures at the YMCA:

- Children, Young People and Adults of all ages accessing our services have a right to learn, grow and recreate free from intimidation and fear.
- The needs of the victim are paramount.
- The YMCA will not tolerate bullying behaviour.
- Bullied persons will be listened to.
- Reported incidents will be taken seriously and thoroughly investigated.
- Anti-bullying policies will be consistently applied across all service delivery areas and staff expectations and responsibilities.

Definition of Bullying

The YMCA has adopted the following definition of bullying taken from Australia's National Centre Against Bullying (www.ncab.org.au).

Bullying is when a person or a group repeatedly and intentionally uses or abuse their power to intimidate, hurt, oppress or damage someone else. It can be covert or cyber-based (happening online through social networks or even through mobile phones). Bullying can be physical or emotional.

According to the National Centre Against Bullying, there are five different kinds of bullying behaviour. They are:

- **Physical bullying:** when physical actions such as hitting, poking, tripping or pushing, are used to hurt and intimidate. Repeatedly and intentionally damaging someone's belongings is also physical bullying, says the centre.
- **Verbal bullying:** involves the use of negative words, like name calling, insults, homophobic or racist slurs, or words used to intentionally upset someone.
- **Social bullying:** when lies, the spreading of rumours or nasty pranks are used. This includes repeated mimicking and deliberate exclusion.

- Psychological bullying: involves the repeated and intentional use of words or actions which can cause psychological harm. Examples include intimidation, manipulation and stalking.
- Cyber bullying: this is the big one at the moment and is when technology is used to verbally, socially or psychologically bully. It can occur in chat rooms, on social networking sites, through emails or on mobile phones.

What is not bullying?

- Mutual conflict which involves a disagreement, but not an imbalance of power. Unresolved mutual conflict can develop into bullying if one of the parties targets the other repeatedly in retaliation.
- Single-episode acts of nastiness or physical aggression, or aggression directed towards many different people.
- Social rejection or dislike is not bullying unless it involves deliberate and repeated attempts to cause distress, exclude, or create dislike by others.

Links with other YMCA Policies

This Anti-Bullying Policy is aligned to YMCA: Child Protection, Human Resource and Health and Safety Policies and Procedures.

Anti-Bullying in Practice: Participation and consultation process

YMCA South holds to the principal that effective anti-bullying practices must be founded on active participation and consultation processes for all staff and service users. This is actioned through the following:

1. *Awareness raising programmes* (Professional Development)
 - Staff participation in training and development to understand, identify and address bullying behaviour (including new staff induction)
 - Communication of anti-bullying policy to service users
2. *Promotion of disclosure safety*
 - Survey/questionnaires distributed to pupils, parents and adults of all ages using our services to include a component tailored to identifying concerns with their treatment while using our services
 - Protection of victim
3. *Procedural Fairness*
 - Clear complaints procedure available to all service users and staff
 - Clear definition of bullying behaviour informs consideration of complaints
4. *Monitoring and review*
 - Monitoring evaluation and review of policies and procedures to align with service area requirements issues identified.

RESPONSIBILITIES OF ALL STAKEHOLDERS.

The Responsibilities of Staff

Our staff will:

- Build the children, young people and adult service users self-esteem, self-respect and respect for others
- Demonstrate by example the high standards of personal and social behaviour we expect.
- Discuss bullying with all service users where appropriate, so that every person learns about the damage it causes to both the victim who is bullied and to the bully and the importance of telling a member of YMCA staff about bullying when it happens.
- Be alert to signs of distress and other possible indications of bullying.
- Listen to people who have been bullied, take what they say seriously and act to support and protect them.
- Report suspected cases of bullying to a member of staff/Manager of the YMCA site
- Follow up any complaint by a parent or caregiver about bullying, and report back promptly and fully on the action which has been taken.
- Deal with observed instances of bullying promptly and effectively, in accordance with agreed procedures.

The Responsibilities of Service Users

We expect our service users to:

- Refrain from becoming involved in any kind of bullying, even at the risk of incurring temporary unpopularity.
- Intervene to protect the person who is being bullied, unless it is unsafe to do so.
- Report to a member of staff any witnessed or suspected instances of bullying, to dispel any climate of secrecy and help to prevent further instances.

Anyone who becomes the target of bullies should:

- Not suffer in silence, but have the courage to speak out, to put an end to their own suffering and that of other potential targets.

The Responsibilities of Parents/Caregivers

We ask parents or caregivers to support their children/young people and the YMCA staff by:

- Watching for signs of distress or unusual behaviour in their children, which might be evidence of bullying.
- Advising their children or young person to report any bullying to a member of staff/Manager of the YMCA site) and explain the implications of allowing the bullying to continue unchecked,
- Advise children/young people not to retaliate violently to any forms of bullying.
- Be sympathetic and supportive towards their children and young people, and reassure them that appropriate action will be taken;
- Keep a written record of any reported instances of bullying
- Informing the Manager of the YMCA department of any suspected bullying, even if their children or young persons are not involved;

- Co-operating with the YMCA, if their children are accused of bullying, try to ascertain the truth. And point out the implications of bullying, both for the victim who is bullied and for the bullies themselves.

The Responsibilities of All

Everyone should:

- Work together to combat and, hopefully in time, to eradicate bullying.

PREVENTATIVE MEASURES.

Within the YMCA as an organisation we will implement the following preventative measures:

- Pastoral Care and Employee Assistance Programme provision
- Service delivery management and facilitation strategies designed to ensure participants are safe and any conflict or tensions that emerge are addressed
- Guidelines for reporting and recording and responding to bullying complaints.

PROCEDURES FOR DEALING WITH INCIDENTS OF BULLYING BEHAVIOUR

Our Anti-Bullying policy and procedures will be effective when the following is occurring:

- Steps taken to support and respond to the needs of both bullied and bullying
- Records are kept
- Action is taken, including:
 1. Listening to the voice of all involved
 2. Contacting parents/carers of all children/young people concerned in the bullying incident
 3. Investigation process is clear and understood by all involved
 4. Feedback is provided to those concerned
 5. Relevant professionals are contacted eg: Employee Assistance Programme Provider, Behaviour Management Team, Police Youth Aid
 6. Resolution sought with clear action plan to mitigate future bullying behaviour

CONTINUOUS PROFESSIONAL DEVELOPMENT OF STAFF

- The YMCA will ensure that all staff have adequate training to understand and assist in the detection and prevention of bullying as set out in this policy.

MONITORING AND REVIEW

- Through using results based accountability and ascertaining the issues and priorities within reported cases of Bullying, further preventative actions and positive interventions can be taken to eradicate Bullying within the YMCA.

SUPERVISION

Adequate Supervision

Policy Statement:

Children are supervised by a minimum of two staff members and are within sight or sound of a staff member at all times. Staff to child minimum ratios are adhered to and may be increased dependent on activity, risk levels and group needs.

Procedures:

- Children are supervised by a minimum of two staff members and are within sight or sound of a staff member at all times
- Staff will be positioned in places that maximise their view, whether inside or outside
- Staff will always be close enough to children to be able to intervene or assist if necessary
- Staff are appointed according to their maturity, experience and training
- All staff counted towards supervision ratios must be 16 years of age or over
- Staff and Volunteers must not be under the age of 16 and will be actively supervised by a person over the age of 20 at all times

Ratios:

- The ratios indicated below are the minimum recommended. The number of Staff may vary as the number of children varies but the ratio must remain the same or better.
- No staff/volunteer under 16 years old (or anyone with a disability that would impair their ability to safely supervise the activity) is to be included as a staff member in these ratios.
- There will always be a minimum of two staff on any given programme.
 1. Onsite – 1:10 (Staff / Leaders: Child)
 2. Offsite – 1:8
 3. Water – 1:6
- Certain situations require a higher staffing requirement than the minimum ratios set out above, for example, activities around water, and attendance at the programme by a child with special needs. In addition, some high risk activities may require staff with specialist experiences or qualifications, such as water safety and resuscitation
- Acceptable ratios for such activities must be determined as part of the risk assessment conducted prior to the activity taking place and be in line with current policies and procedures

Staff Skills and Management

Policy Statement:

OSCAR staff are expected to demonstrate maturity and role model the YMCA core values. Staff will be selected and trained for different roles and responsibilities dependent on their skill set and maturity.

Procedures:

All staff and volunteers will:

- Be over the age of 16 years
- Have experience and / or training in school age childcare and / or recreation
- Need to be able to demonstrate certain characteristics including maturity, reliability, responsibility and a caring attitude
- Treat all children (and adults) with dignity and respect
- Act professionally at all times
- Practise positive behaviour guidance
- Act as a positive role model to young people
- Be selected relative to the skills, experience and competencies outlined in their job description

All Supervisors will:

- Be 20 years old or above and have the suitable skills, experience and maturity for the role
- Be in attendance at the Programme during operational hours
- Be available to children, staff and visitors
- Have responsibilities that include (but not limited to):
- Assisting with programming prior to programme delivery
- Being first “port of call” for parent / caregivers
- Oversee the programme – children, staff, volunteers, activities
- Oversee safety of the programme

MANAGEMENT

Staff Files - Employment Agreement, Police Vets, References

Policy Statement:

YMCA OSCAR has a sufficient body of qualified and competent staff both to deliver and support the service.

Procedures:

- All employees must have an employment agreement that clearly sets out wages and conditions of work
- This agreement must be signed by both the YMCA and the employee
- Each Supervisor will also have a Job Description
- All Volunteers has a signed Volunteer Agreement
- These are all kept on in individual staff files at the YMCA.

Reference Checks

- All applicants will be required to supply at least two referees. It is the OSCAR Manage'rs responsibility to contact these referees for positive verification of the applicants experience and suitability to work with child/ren before the applicant is accepted onto the programme

Applicants must not supply a referee with whom they have a personal or family relationship

Police Vets

- Police vetting will be carried out to all staff over 17 years of age. This includes any staff who have access to the children or the children's information
- Vetting is carried out at least every two years – the YMCA ensures this happens by checking volunteer staff files every 10 weeks before programmes
- Staff under the age of 17 are not required to be police vetted but will declare on their Volunteer Agreement Form that they have no criminal convictions. Once a staff member turns 17 they will be required to complete the Police Vetting process
- YMCA will not employ any person in a paid or voluntary capacity that have a conviction for sexual crimes or for any offence involving harm or exploitation of children, violence or dishonesty

Effective Process to Support, Manage & Train Staff

Policy Statement:

YMCA OSCAR has a sufficient body of qualified and competent staff both to deliver and support the service.

Procedures:

Training

- All staff are trained in:
 1. YMCA Induction
 2. Health and Safety
 3. Behaviour Management
 4. Child Protection
 5. Policies and Procedures
- A minimum of one staff member will be first aid qualified at each programme
- If staff need assistance in receiving First Aid Training the YMCA has a subsidy for this
- A dated record of training is kept in file in the Staff Records

Management and Support of Staff

All staff:

- Receive formative feedback during the programme. This includes peer feedback as well and feedback from management. This can be verbal or written
- Receive annual feedback or at the completion of holiday programmes. This is then kept on the individual's staff file

RECORD KEEPING

Policy Statement:

YMCA OSCAR programmes maintain accurate records in accordance with the Privacy Act 1993 and other relevant legislation. No information is shared except with the owner's permission or as required by authorised staff, legislation or statutory agencies.

Procedures:

- The OSCAR Bookings and Admin Co-ordinator will collect and securely store accurate records regarding children enrolled including records of current enrolments, contact and emergency details, attendance, health information and all medication administered by staff and any complaints
- The OSCAR Manager will keep staff employment records, up to date police vetting checks (police vets are routinely renewed every three years and existing vet checks are shredded and securely disposed of) referee checks, employment agreements, job descriptions, drivers licence and first aid certificates on file for Management and MSD assessors to view at any time. Individual staff information may be viewed at our main office (720 Pakowhai Road) upon request by the staff member involved. All staff records are filed in a locked filing cabinet at the main office building
- Full and complete information on each child is collected on an enrolment form, so that the safety and wellbeing of the child can be fully maintained. This information must come directly from the parent/caregiver
- This information will be available for parents/caregivers to check for accuracy and updating as it is the responsibility of the parent/caregiver to inform the YMCA of any changes to their child's details. Upon enrolment the parent/caregiver will be notified of their responsibilities. Information may also be shared with the Ministry of Social Development staff for the purposes of an audit or by authorised staff from a statutory agency
- Financial and staff records will be securely kept for a minimum of seven (7) years
- Any documentation that needs to be kept at Afcare sites will be securely stored in lockable cupboards, provided by the school. If this is not possible the YMCA will provide a lockable storage container with the keys to be held by each site Supervisor

Financial Management

Policy Statement:

The YMCA Hawkes Bay OSCAR uses financial management systems, audited annually, to ensure all programmes viability.

Procedures:

OSCAR Programmes Payments:

- Attendance is invoiced weekly and invoices and statements posted or emailed to those with account balances outstanding
- Payments for OSCAR programmes are taken at YMCA Hawkes Bay reception (720 Pakowhai Road, Hastings) (cash, cheque, credit card) or via online banking
- Receipts are issued when paying in person at YMCA Hawkes Bay reception and a duplicate attached to the daily banking summary for that day
- All accounts and payments are reconciled monthly

Work & Income Subsidies:

- Work & Income forms can be signed off by the Bookings and Administrative Coordinator, OSCAR Manager or the OSCAR Supervisor
- Parents and caregivers can obtain Work & Income forms online or at their local Community Link
- Parents and caregivers bring any forms needing to be signed to the YMCA who will then sign it and notify them how to collect it
- Work & Income Childcare Provider Statements are received weekly and applied to the invoice for the relevant week. Arrears are applied to the account when they appear on the statements

Budgets:

- Budgets for each programme are prepared annually
- All income streams are separated in financial reporting
- Accounting reports are produced monthly

Spending:

- Purchase orders are issued when requested and approved by OSCAR Manager or Accounting staff. Staff are to obtain receipts when using purchase orders
- Purchase orders will have the business, date and expense written on it and will then be signed by a manager or member of the accounting staff
- Fuel Cards are issued for vehicle running expenses such as petrol, diesel or cleaning

- Petty cash may be issued on occasion with approval from OSCAR Manager or Accounting staff. Staff issued with petty cash are to obtain a receipt and return it within a day of being issued petty cash. Any change obtained from petty cash spending is to be returned at the same time

Outstanding Debts:

- OSCAR Programme debts are reviewed monthly by accounting staff.
- The following process is taken on outstanding debts
 1. First letter sent
 2. First phone call made
 3. Second letter sent
 4. Second phone call made
 5. Final letter sent
 6. Final phone call made
 7. Access to programme removed and account sent to a collection agency

Refunds Credit:

- Parents and caregivers whose children no longer attend the programme and have paid more than required can ask for a refund of the credit on their account in writing via letter or email
- Any refunds must be approved by OSCAR Manager or accounting staff
- Any credits are recorded in the accounting system against the customer