

## **NGAIO SCHOOL OUT OF SCHOOL CARE AND HOLIDAY PROGRAMME (NOSCAR) POLICIES AND PROCEDURES**

*Ngaio Out of School Care and Recreation (NOSCAR) was formally established under the auspices of the Ngaio School Board of trustees. It operates from a purpose built room within the main school block at Ngaio School. The programme also utilises the school hallway, outside activity area, school hall and playing field.*

*Before and after school services operate from 7.30am to 8.30am and 3.00pm – 5.45pm Monday to Friday during term time for Ngaio School children. A school holiday programme operates as staffing allows from 8.30am to 5.30pm.*

*Noscar is a member of the National Association for Out of School Care and Recreation. Our services have been assessed by the Department of Child Youth and Family Services, and we have received approval as a provider of out of school care. This approval enables eligible families to apply for WINZ childcare subsidies.*

### **Programme Philosophy**

Noscar aims to provide a safe and stimulating programme, which caters for the children's different ages, gender and cultural backgrounds while attempting to encompass individual needs and interests.

Children with special needs and cultural issues will not be excluded from the Noscar programme, providing that the Supervisor is confident that the student's needs are catered for without negatively affecting the other students.

Safety of all children is the paramount consideration during programme provision. Noscar must adhere to National Smoke Free legislation which means that all buildings and grounds at the school are Smoke Free.

These policies will be reviewed annually. It is the responsibility of the management committee to ensure that this is done.

Copies of these policies and procedures are available to parents from the Noscar area.

### **Operation**

*The programme will provide a well-managed service that meets the needs of the local community.*

### **Limitations to Numbers**

The number of children attending NOSCART is set by the Management Committee and can be varied from time to time. The number of staff at a minimum is 1 to 10.

### **Children with Special Needs**

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

Full information about the child's requirements including medication and supervision requirements must be obtained from the parents and included with the child's enrolment form. The Supervisor must ensure that all staff and volunteers are fully aware of the child's requirements.

If the child needs further special aids, for example modified facilities, extra staff or staff training, the Supervisor will consult with the Principal who will make the final decisions. Each case will be considered individually and every effort will be made to include the child within the limits of the resources of Noscara.

### **Cultural issues**

Cultural issues could include those of an ethnic, social and/or religious nature.

These issues will be identified from information on the enrolment form.

The supervisor will make all staff aware of the child's needs and ensure that they are confident in providing the appropriate care.

Students with cultural considerations will not be excluded from the Noscara programme; however the supervisor will ensure that the child's needs are catered for without negatively affecting the needs of the other children.

### **Complaints**

Complaint procedures are

1. Approach the Supervisor who will attempt to rectify the situation.
2. If the parent is still unhappy, they should then contact the Principal who will respond in writing.
3. Further complaints must be made in writing. They must contain details of grievances and desired outcomes. Principal will respond to the complaint within 14 days. Where possible, a mutually agreeable outcome will be sought. If this is not possible, the complainant may contact the Board.

4. If the complaint is against the Supervisor, the parent approaches the Principal directly.

The Supervisor will keep the Principal informed of any verbal complaints received. Wherever possible, the requests of parents will be incorporated into programme planning and design. A log of complaints, suggestions and requests will be kept.

### **Confidentiality**

Noscar will ensure staff and child confidentiality. At all times, Noscar will comply with the requirements of the Privacy Act 1993 and any amendments.

All forms such as enrolment and staff information forms, will state why information is collected and what will be done with the information, for example, for emergencies, health and safety. No information is shared except with the owner's permission or as required by legislation, for example, the Health and Safety Act. All files holding confidential information will be duly secured and kept away from the access of unauthorised persons.

All personal information shared in discussions between staff or at meetings is to remain between those persons.

All sensitive and personal conversations including telephone conversations shall be held discreetly.

### **Drop off for before school care.**

Parents will sign their children in for before school care.

Parents are to contact the supervisor before the beginning of the programme if their child will not be attending.

All unexplained absences will be followed up with a telephone call from the Supervisor

The children will be signed out by the supervisor at 8.30am.

The supervisor or an assistant will accompany 5 year olds to their classroom.

### **Drop off and Pick up**

Parents will sign their children out of all Noscar programmes. Parents must farewell the Supervisor or a designated staff person prior to removing children from the programme to assist staff in the management of the children.

Parents are to contact the supervisor before the beginning of the programme if their child will not be attending.

The Supervisor initially checks the absence phone messages and message book before Noscar and records any explained absences.

If a child does not arrive at Noscar:

The roll is called at the start of each Noscar session and any children not present for whom there have been no phone calls are rung immediately. If parents are not available, other contact numbers are tried. The Supervisor will speak with the child's teacher to see if there is further information known. The school grounds and classrooms will be searched. The Police are contacted. Personnel will then visit the child's home.

#### General Pick Up Procedures:

All parents/caregivers must inform the Supervisor if a person who is not listed on the Noscar Enrolment form will be collecting the child. Staff will not release a child to a person who is not identified on the enrolment form. If an unauthorised person comes to collect the child, parents will be contacted for authorisation. No children may leave the programme if they are not signed out.

#### Late Pick-up Procedures

Parents and caregivers are required to pick up their children from Noscar by 5.45pm at the latest.

If parents/caregivers are unavoidably delayed, they are required to ring Noscar as soon as possible. This may involve a traffic hold up or something beyond the control of the parent/caregiver.

If parents/caregivers are repeatedly late, a late fee will be charged. This is \$20.00 for the period between 5.45pm and 6.00pm. The charge is \$10.00 per minute for every minute after 6.00pm.

If there are repeated late pick-ups, the parents/caregivers concerned will be asked to find alternative childcare.

#### Children not picked up

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

1. Two staff members will remain with the child
2. Parents will be contacted
3. Emergency contacts will be contacted
4. If there has been no contact with the parents within one hour of the programme closing, the police will be contacted. A note will be left at the centre indicating where the child has been taken. The Principal will also be informed.

#### **Enrolment Procedures**

All families must complete an enrolment form and sign a parent contract before the child can participate in the programme. Although details on the enrolment form are updated every year, it is the parent's responsibility to inform the supervisor of any changes between times.

Enrolment forms include the following information:

- child's name, address and home phone number
- parent/guardian's names and work phone numbers
- emergency contacts and phone numbers
- names of adults authorised to pick up child
- special instructions regarding access
- health problems and allergies

### **Medical Details and Dealing with Sick Children**

The Supervisor will send out a form once each year to all parents requesting information on children's medical conditions and the parent emergency contacts. This form will request updates as they become known throughout the year. Medical details list to be available to all staff and a copy to be kept with First Aid Kit. If children are on medication and Noscar is required to administer this during Noscar hours, parents will be required to complete a medication consent form and staff members will refer to this daily for the administering medication. Parents must check this form daily and sign it.

Should a child become unwell during the programme the parents will be notified. The child will be supervised in a quiet area of Noscar

### **Fees**

The fee structure is clearly shown and described on all programme promotional flyers. All bookings must be paid for unless there is a minimum of one week's notice. This is essential as staffing is booked a week in advance. Staffing is based on set child/adult ratios. The Supervisor must keep accurate records of each child's attendance.

### **No charge days when a minimum of a week's notice is given.**

The number of no charge days will now be limited. The number will be based on a pro-rata system. Eg If the child attends 5 days a week -5 days a year can be no charge days. If the child attends 4 days a week- 4 days a year can be no charge days. Once the number of no charge days has been reached all other days will be charged.

Fees are paid to the Accounts Administrator. They can be placed in a locked box for this purpose, paid by direct credit or using Internet banking. We do not accept cash. Parents will receive an invoice early in the term of the amount owed. Parents can choose to pay fortnightly, monthly or by the term.

Holiday programme fees must be fully paid with enrolment prior to the commencement of the programme and no invoices will be issued. We do not refund Holiday Programme money if it is requested in the last two weeks of term or during the programme. If children become ill during the time of the Holiday Programme, they will be charged for first day of illness. The other days are up to the Supervisor's discretion in relation to staffing commitments already made.

The Management Committee has a set procedure to follow regarding outstanding or overdue accounts. These procedures include two warning letters and a withdrawal of services letter.

Children who have regular sport or music commitment must pay to retain their space. From 2008, parents will forfeit their space or pay to retain it on the days they want.

### **Programme Content**

*Noscar will provide a safe, varied and stimulating programme that meets the developmental, emotional, intellectual and physical needs of the children.*

The following activities will be offered on a daily basis:

- Arts and crafts
- Physical activity
- Quiet games and activities.
- Television
- Areas for quiet reading and homework completion

### **Playground Equipment**

Year 3,4,5 and 6 children will be allowed to play on the new playground equipment.

Year 1 and 2 children will be allowed to play on the junior playground equipment .

Children will be encouraged to participate in planned activities but may choose not to and can select from the varied range of resources available for all to use.

Equipment will be well maintained and will be age appropriate. Replacement will be reviewed annually.

The holiday programmes plans will be sent home to all parents of children interested in participating.

### **Food**

Children will be provided with afternoon tea during Nascar afternoon programmes. Children are expected to bring lunch to holiday programmes unless advised.

Afternoon tea will follow nutritional guidelines – such as fruit, sandwiches, popcorn. There will also be some biscuits and cakes.

Parents must brief staff fully on any food allergies or nutritional requirements that their children have.

### **Holiday Programmes**

Nascar is under no obligation to provide a holiday programme.

- A programme will run if there is sufficient demand and there are suitably qualified staff available.
- We will seek to provide adequate warning whether there is a programme running and which week it will take place.
- If there is a holiday programme there will only be one week in April, July and the September/October holidays. There may be a holiday programme after school finishes in December and in January before school begins again.

Holiday programme fees must be fully paid with enrolment prior to the commencement of the programme and no invoices will be issued. We do not refund Holiday Programme money if it is requested in the last two weeks of term or during the programme. If children become ill during the time of the Holiday Programme, they will be charged for first day of illness. The other days are up to the Supervisor's discretion in relation to staffing commitments already made.

### **Health and Safety**

*The programme will take place in a safe and healthy environment, suitable for the care of children and for the needs of the staff. At all times the well-being and safety of the children is foremost. All relevant legislation will be adhered to.*

### **Accident Reporting**

In the event of any accident to either children or staff the following procedure will be followed:

1. Staff will immediately inform the supervisor
2. Appropriate first aid will be administered

3. If a child needs medical attention, parents will be contacted to ascertain if they would prefer to take the child themselves or would they prefer staff to take them to the nearest medical centre.
4. If serious injury occurs, parents will be notified and an ambulance called. If it is not possible to call an ambulance, children may be transported in a private vehicle.
5. Staff will record accidents and incidents in an incident book. Parents will be notified at the end of the day and asked to sign the book.

### **Toilet procedures.**

Children will inform the Supervisor/Assistant when they want to go to the toilet. The child then informs the person they sought permission from that they have returned from the toilet. If within 5 minutes the child has not returned this person will check for them to ensure their safety and wellbeing.

### **Animals at Noscar**

If the children encounter any animals on any Noscar activity (at school or on a trip), the animals will be contained in an area so that the children are safe.

A staff member will ring Animal Control. The children will be monitored so that they are not in any danger.

Animals will not be kept as pets at Noscar.

### **Behaviour Management**

*Programmes are designed so that children and families experience an environment where they are safe, secure, respected and their dignity is protected.*

At the beginning of each year, the Supervisor, other staff and children will re-evaluate the code of conduct for Noscar and discuss the consequences for breaking any elements of this. Staff will encourage children to behave appropriately by having a positive approach in interactions and by providing a stimulating programme. At no time will punitive discipline be used. This includes punishing children by physically hitting, withholding food and drink, isolation from the group, abusive demeaning or condescending comments. Children will be supervised at all times.

If a child misbehaves or ignores aspects of the Code, staff will:

- Remind the child what is expected
- If the misbehaviour continues, the staff member will remind the child of the expectations
- If the misbehaviour continues, the child is removed from the area for a short period of time and the Supervisor is informed.
- The Supervisor will deal with the issue and try to find out the causes of the misbehaviour.
- The Supervisor or another staff member present may decide to keep a record of the issue.

- The Supervisor may inform the parents if this is serious or is likely to be an ongoing issue.
- The Principal will assist the Supervisor with any serious issues
- The Supervisor may decide to restrict play to particular activities or playground areas.
- If a child continually behaves in a manner that endangers themselves or other children, despite the above measures, parents will be notified by the Principal and asked to remove their child from Noscar

At all times, staff will maintain a fair, consistent and positive approach to children's behaviour. When children are in conflict with each other, staff will encourage the children to resolve the situation themselves but assist as necessary.

### **Buildings and Facilities**

Noscar is held in the school buildings and as such is required to comply with all relevant regulations including fire safety requirements.

The area and toilets are thoroughly cleaned each day. There is weekly cleaning of the fridge and other areas where food is stored.

### **Child Abuse**

1. When a Noscar employee is concerned about a child because of their observations or a child's disclosure they discuss it with the Supervisor. The Principal will then be informed.
2. Where further action is necessary the Principal contacts the appropriate agency without identifying the child and seek advice on the appropriate action.
3. Once an agency has been involved that agency, and where appropriate the Police, will investigate, and the school and Noscar will act on advice from those agencies.
4. The welfare of the child is the first priority.
5. Support of staff and the child concerned is sought from the agency involved.
6. All incidents and observations of suspected child abuse will be recorded in the incident book.

### **Complaints against Staff Involving Sexual Abuse**

Once an agency is involved i.e. Step 2, the following procedures will be followed: The Supervisor will inform the Principal who will inform the Chair of the Board of Trustees.

1. If the Supervisor is suspected, then the complainant will inform the Principal
2. The Board will then inform the staff member who will be advised to seek legal and/or union representation.
3. The employee will be suspended on normal pay once an investigation has begun.

## **Child Disappearing from Noscar**

If a child is found to have left Noscar and has not been checked out by a parent or Parent nominee, the Supervisor is immediately informed and will call all the children together. The Supervisor does another quick roll check and asks children for information. The Supervisor contacts the principal. The Police are contacted. The Supervisor contacts parents/caregivers of missing child.

## **Emergencies**

Actions will be as per the Ngaio School policies and procedures, which are:  
In any major emergency the first priority will be the safety of children and staff.  
Designated primary schools are Civil Defence Centres for the community.

- ❑ Adequate first aid equipment will be held in the school, and emergency water is in Noscar
- ❑ Civil defense and fire practices will be held once a term and every two weeks during holiday programmes.
- ❑ The Fire Service will be notified seven days before a fire drill occurs.
- ❑ Fire and earthquake emergency procedures will be displayed.
- ❑ A disability register is maintained
- ❑ Shelter will be co-ordinated by the Supervisor and local parents as the need arises.

## Alarm

1 continuous ring — FIRE  
5 short rings — EARTHQUAKE

## Earthquakes

1. If in building stay there.
2. Crouch under desks, duck, cover and hold; stand / crouch in doorways and protect your head.
3. **Survive** — do not try to save lives during the quake as staff will be needed when it stops.
4. Expect aftershocks or stronger quakes.
5. A roll to be taken at the earliest opportunity
6. Children will remain inside unless it is deemed safer to go outside. In the event of an outside evacuation, the field will be the assembly area unless deemed unsafe.
7. As the school has a two-way radio, it will be used by trained staff throughout the emergency to communicate information as to injured people and specific urgent needs.

## Fire

1. Assemble in pre-designated areas outside on the tennis courts.
2. Supervisor to take register and parent contacts and water supply.

## Aftermath

1. Supervisor to deal with public and parents. Designate someone to listen to

- radio broadcasts.
2. Staff with First Aid training will stay with injured until help arrives.
  3. Staff to stay with children, and to keep a note in the register of where children have gone.
  4. Do not use water from mains or toilets. Separate toileting area to be designated at the time.

## **Hazards and Risk Management**

The safety of the children and adults at Noscar will be ensured by:

- Identifying and recording all potential health and safety hazards on the School Hazard Register
- Assessing the risk to staff and programme participants of all identified hazards
- Putting controls in place to remove or minimise risks
- Using healthy and safe work practices, together with staff training.
- Compliance with all relevant codes of practice and regulations.

Having a sun-safe policy in place, which must be followed by children and staff.

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It is the responsibility of the management committee and supervisor to ensure all procedures are in place to ensure the safety of staff and children at all times ..Health and safety information will be discussed at staff meetings to ensure all are aware of relevant policies and regulations..

## **Sun Safe**

Staff members will ensure that children wear hats and sunscreen whenever they are outdoors in the summer months. Parents must send sunhats to Noscar with their children. Children not wearing hats will be confined to shady areas.

Staff members will ensure that all children use an effective sunscreen. Noscar will have a supply of sunscreen available for the children to use.

Staff members will be encouraged to act as role models in the wearing of sun protection. Outdoor events will be planned for shade areas or outside peak UV radiation times whenever possible.

## **Supervision**

The staff/child ratio will be as follows:

At the centre 1:10

On trips 1:6

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

The management and overall sight supervision must be carried out by an adult over the age of twenty.

The supervisor or the Assistant supervisor in her absence will be in attendance at all times during the programme.

The supervisor is responsible for ensuring that staff members are rostered so that all children are supervised at all times. Children will be in sight or sound of at least two staff at all times when appropriate. Children will be informed of the boundaries they are expected to stay within at all times and must inform an adult when they are going to leave the area (such as to go to the toilet).

Should any extra people be assisting at Noscar, with as entertainers or short term volunteers, they will be working within sight of a staff member at all times.

### **Telephone access.**

All staff to have access to phone on-site, located in th supervisors office. Children who need to use the phone will be given permission and closely supervised by Noscar staff during the call.

### **Trips**

Children will not be allowed to go on a trip unless parents/caregivers have signed a permission slip. Parents will be notified in advance of all activities planned away form Noscar. Parents will be informed of the mode of transportation.

A Risk Analysis and Management Form will be completed and the requirements met as recorded on that form.

The staff/child ratio is 1: 6. Children will be put into groups with one adult whose primary responsibility will be the safety of that group. The children must be in sight of two adults at all times.

A cell phone must be taken on all trips to contact outside support should it be required.

First Aid kits will be taken on trips and kept out of the reach of children. The adults in charge of the trip will responsible for the first aid kits.

Where there is access to a swimming place, children will be supervised at all times by adults who are trained in water safety and resuscitation. The staff will carry a cell phone for emergencies.

Parents will be informed before their children are transported in private vehicles. Vehicles used to transport children must comply with all mandatory legal requirements. All drivers must hold a current, clean driver's licence.

When on an excursion staff will accompany a child to a public toilet and wait outside until the child returns.

### **Financial Management**

*The programme will be run in a manner, which keeps control of day-to-day finances and shows accountability to the management committee, families who use the programme and the school community.*

Financial supervision of the programme is the responsibility of the supervisor who works alongside the Accounts Administrator and reports to the management committee. The management committee must approve all financial procedures and monitor expenditure.

The Nascar Accounts are monitored by Education Services as part of Ngaio School. The Board of Ngaio School receives an updated spreadsheet of the Nascar accounts each month. The accounts are audited annually as part of the Ngaio School accounts.

The Accounts Administrator's job description includes invoicing users, banking fees, monitoring payment of accounts and doing the initial follow-up of unpaid invoices.

The Ngaio School Board of Trustees sets the budget in consultation with the supervisor and management committee and arranges for the annual auditing of accounts within those of the school.

The Supervisor is reimbursed for money spent in the course of the programme – such as the purchase of food and craft equipment. Individual items over \$100 should have the approval of the principal. Receipts are kept of all expenses.

### **Staffing**

*The programme will ensure quality care is provided through fair and consistent recruitment procedures, and the supervision and training of all staff.*

*Noscar does not employ any person in a paid or voluntary capacity, including those in governance or management positions, who has a conviction for sexual crimes or for any offence involving the harm or exploitation of children.*

## **Code of Behaviour for Noscar Employees**

This Code of Behaviour, and a copy of the Noscar Procedures, will be given to all staff members.

Staff will be supportive, non-abusive and present themselves as positive role models. Many children have affectionate natures and express themselves freely. Regardless of the situation and the child's culture and nature, staff must avoid inappropriate physical contact.

In making physical contact with children, adults should be guided by the principle that they will do so solely in order to meet the child's physical or emotional needs. Touching should not be initiated to gratify adult needs.

If a child initiates physical contact in the seeking of affection, reassurance or comfort it is appropriate to respond in a manner suitable for the child's developmental stage and needs. It is not appropriate to force any form of unwanted affection or touching on a child.

The physical contact of children during changing or personal cleaning must be for the purpose of that task only and not be more than is necessary for that job. Children should be encouraged to take care of themselves within the limits of their ability.

- Staff must avoid being alone with a child
- Staff must be aware of where all children are at all times
- Supervisors must ensure that visitors are never alone with a child or group of children
- Staff must realise their individual emotional and physical limitations and request support and/or relief when necessary
- "Adult" topics of conversations must not take place within the hearing of the children
- Staff must maintain a professional relationship with families with respect to confidentiality, objectivity and conflict of interest.

## **Employment Agreements**

1. All staff will have job descriptions and employment agreements that set out their job tasks, salary level and other issues (such as leave) as required for contractual purposes. These job descriptions will be signed each year.
2. All new staff will pass a police check as a condition of their employment. Vetting will be undertaken by the Licensing and Vetting Service, Police

National Headquarters, Wellington. These police vets must be updated every two years.

3. The Supervisor and Assistant Supervisor must have current First Aid Certificates. Nascar will pay the fee for the course and for the employees' time on the course.
4. The Principal will appraise the Supervisor each year against the job description. The Supervisor will provide feedback to the Assistants as appropriate.
5. At least two referees will be contacted prior to appointment of Nascar staff.

### **Grievances and Complaints**

The principal is responsible for undertaking disciplinary action and for ensuring that it is in accordance with all relevant legislation. The principal may delegate some aspects of this with the supervisor.

If a staff member is not performing adequately every effort will be made to help them understand the problem and improve. Staff will be given two verbal warnings and one written warning clearly stating the problem, the measures required to improve performance and a time frame in which this is to occur. If there is not sufficient improvement, the staff member may be dismissed. A staff member may only be dismissed with the agreement of the management committee and the Board of Trustees.

Staff may be suspended on full pay pending further investigation if they are accused of:

- Striking or sexually abusing a child
- Failing to observe programme rules so that a child is injured or placed in serious danger.

If the complaint is upheld the staff member may be dismissed with the agreement of the board of trustees. Following a dismissal of this nature, the Principal in consultation with the supervisor, will prepare a follow-up report recommending any changes needed to avoid the situation recurring.

Staff complaints against other staff members must be referred to the supervisor. If no agreement can be reached, the complaint will be taken to the principal. The principal is to be informed and will inform the management committee of any serious complaints involving staff. If it is clearly inappropriate to approach the supervisor or the principal, the staff may contact the Chairperson of the management committee. Staff grievances against the management committee will be resolved in accordance with the provision of the Employment Relations Act.

### **Recruitment**

No one under the age of sixteen will be employed on the programme.

The selection and recruitment of staff is the responsibility of the supervisor. The Supervisor must inform the management committee of all assistant position appointments. The position of the supervisor will be advertised externally with appropriate short listing, interviewing and referees checks.

### **Training and Supervision**

The Supervisor and Assistant Supervisor must have a current first aid certificate. Staff training will be reviewed during staff appraisals and opportunities will be provided for further training as required.

The Supervisor will ensure that all staff is aware of Noscar emergency procedures, child management and all Noscar policies and procedures to ensure the safety of children at all times.