

STARFISH CHILDCARE PROGRAMMES MATAMATA



POLICIES AND PROCEDURES

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ESSENTIAL CONTACT NUMBERS

STARFISH CONTACT LIST

Starfish Office 07 888 8795

Afterschool Phone 022 095 7261

Dwayne Paul – Childcare Programme Coordinator

Ashley Stewart – Childcare Programme Assistant

Jessica Sowry – Childcare Programme Assistant

Emergency Numbers

Police, Fire, Ambulance Phone **111**

(Ask for service required)

Nearest Doctor/Medical Centre

Name: Matamata Medical Centre

Phone: (07) 881 9102

Location: 56 Rawhiti Avenue Matamata

Matamata Primary

School Principal/Main Contact

Name: Glenn McPherson

Phone: (07) 888 8566

Secretary/Office Person

Name: Jo or Lee

Phone: (07) 888 8566

Firth Primary

School Principal/Main Contact

Name: James Eldridge

Phone: (07) 888 7396

Secretary/Office Person

Name: Dianne Griffin

Phone: (07) 888 7396

Te Poi Primary

School Principal/Main Contact

Name: Linda Larsen

Phone: (07) 888 7204

Secretary/Office Person

Name: Hayley Horne

Phone: (07) 888 7204

Matamata College

School Principal/Main Contact

Name: Alan Munro

Phone: (07) 881 9008

Secretary/Office Person

Name: Hope Mahanga

Phone: (07) 881 9008

Walton Primary School

School Principal/Main Contact

Name: Jeremy Kurth

Phone: 022 340 1936

Secretary/Office Person

Name: Sandra Louch

Phone: (07) 888 3817

Matamata Christian School

School Principal/Main Contact

Name: Alistair Paterson

Phone: (07) 888 5444

Secretary/Office Person

Name: Trish Reichardt

Phone: (07) 888 5444

Matamata Intermediate

School Principal/Main Contact

Name: Debbie Curry

Phone: (07) 888 7221

Secretary/Office Person

Name: Ruth Oldershaw & Heather McIntosh

Phone: (07) 888 7221

Property Manager – Matamata Christian School

Name: Alistair Paterson

91A Smith Street, Matamata

Phone: 07 888 5444

Wairere School

School Principal/Main Contact

Name: Judi Buckley

Phone: (07) 888 0854

Secretary/Office Person

Name: Linda Kidner

Phone: (07) 888 0854

OSH Contact Details

Name: Work Safe NZ

Phone: 0800 030 040

www.worksafe.govt.nz

Aimy Plus (Childcare Software)

Name: Ally Tarr

Phone: 027 277 1765

Email: ally.tarr@aimy.io

Address: Unti B3, 34 Triton Drive, Rosedale, Auckland, NZ

Website: www.aimy.io

WINZ

Phone: 0800 776 843

Email (Subsidy): childcareproviders@msd.govt.nz

Email (Contracts): oscar.contracts@msd.govt.nz

Website: www.workandincome.govt.nz/providers/childcareassistance

SWN number (ASC): 900-048-693

SWN number (BSC): 900-074-153

CIVIL EMERGENCY

Local authorities are responsible for civil defence emergency management (CDEM) in their area. If life or property is threatened always dial 111 for Police, Fire or Ambulance.

Waikato Regional Council

Postal Address:

401 Grey Street

Private Bag 3038,

Waikato Mail Centre

Hamilton 3240

Phone: (07) 859-0998

Fax: (0800) 800-401

Webpage: www.waikatoregioncdemg.govt.nz

Matamata-Piako District Council

35 Kenrick Street

P.O Box 266

Te Aroha 3342

Phone: (07) 884-0060

Webpage: www.mpdc.govt.nz

STARFISH BEFORE SCHOOL CARE ROUTINE

On arrival at the centre, talk to your colleague and discuss the outline of any planned activities, make yourself familiar with the daily plan and sign off that you have read it.

- Make sure the centre is tidy and organised for the children's arrival.
- Make sure you have the roll ready for the children's arrival.
- Check that there are Sign In sheets in the appropriate place and that there is a pen available.

7:15am Children to arrive at the centre – Greet the children by name and help them get organised for roll call.

Roll Call – On arrival at the centre a roll call will be completed by marking the children off on the roll with pen, making sure all children on the roster are accounted for.

Absences – you may be directed to call the parents if there is an absentee.

7.30am: Prepare Breakfast– Wash hands before preparing breakfast. Prepare all breakfast items for the children to select what they would like.

Free Time – monitor the children while they are at play. Breakfast is being prepared at this time.

Wash hands – Children are required to wash their hands before breakfast.

7:40am Breakfast – Inside, Children to sit and to eat breakfast at the table.

8.10am Pre-planned Quiet Activities – Leaders plan

8.25am Tidy up - Cleaning up, wash dishes, tidy games away and make sure all pieces are together, pick paper up off floor, tidy books in bookshelf, empty rubbish.

8.35am Accompany children to school – make sure all children are ready and accounted for and make sure they have all their belongings. Walk children to the vehicle and help all children be seated. Check that all children have their seatbelts on and are securely seated. Car seats are to be used for children under 7 years old.

8.40am Escort children to the office and/or their classrooms – On arrival to the school(s), escort all children to the main office. Allow all the 8 years of age and over to walk to their respective classrooms. Once they have all left, escort all the 7 years of age and under to their respective classrooms.

NOTE:

It is part of all staff's responsibility to clean up the centre at the end of each shift.

This includes sweeping/vacuuming floors, wiping all surfaces, putting ALL equipment away, doing the dishes and putting them away, checking, and flushing toilets.

STARFISH AFTERSCHOOL CARE ROUTINE

On arrival at the first school of pick up, talk to your colleague and discuss the outline of any planned activities, make yourself familiar with the daily plan and sign off that you have read it.

- Make sure the centre is tidy and organised for the children's arrival.
- Make sure you have the roll ready to take with you when picking up children from school
- Check if there are new children to be accompanied from their classrooms to the Centre.

- Check that there are Sign Out sheets in the appropriate place and that there is a pen available.

2:45pm Arrive at school – Stand and wait for children in the designated meeting point and wait for the school bell. Greet the children by name and help them get organised for roll call.

Roll Call – On arrival at each school a roll call will be completed by marking the children off on the roll with pen, making sure all children on the roster are accounted for.

Absences – you may be directed to call the office for children that are absent.

Accompany children to centre – make sure all children are ready and accounted for. Walk children to the vehicle and help all children be seated and put their seat belts on. Check that all children have their seatbelts on and are securely seated. Car seats are to be used for children under 7 years old.

3:20pm Arrive at centre – Park up vehicle and open the doors for the children. Instruct the children to put their school bags away. Another head count is required at the arrival at the centre before children can have free time.

Playground or Free Time – monitor the children while they are at play. Afternoon tea is being prepared at this time.

Wash hands – children are required to wash their hands for afternoon tea.

3:30pm Afternoon Tea – Inside or outside. Children to sit and eat afternoon tea at the table.

3:45pm Homework Time – This is offered to the children that require the support

4:00pm Free Time – Outside (weather depending)

4.45pm – 5.00pm Tidy up - Cleaning up, wash dishes, tidy games away and make sure all pieces are together, pick paper up off floor, tidy books in bookshelf, empty rubbish.

NOTE:

It is part of all staff's responsibility to clean up the centre at the end of each day. This includes sweeping/vacuuming floors, wiping all surfaces, putting ALL equipment away, doing the dishes and putting them away, checking, and flushing toilets.

As a guide the last worker on duty should do Inside Activities: -

- During Winter between 5:00pm – 6:00pm

- During Summer 5:30pm – 6:00pm

Plan your clean up between these times, so that you can still supervise the children.

Where possible you should be tidying up all the time so as to ease the burden on the last Leaders to leave the centre at 6pm.

For your own safety we recommend that you leave with the last parent signing out especially in the winter months.

STARFISH CHILDCARE PROGRAMME POLICES AND PROCEDURES

There is a copy of the Starfish Childcare Programme Policies and Procedures at each centre (Onsite and Office) and also online on the Starfish website. Read this manual and familiarise yourself with the policies and procedures. If a parent/caregiver requests access to the manual, please provide them access, however the manual is not to be removed from the centre.

ENROLMENT PROCESS

There are different types of care for Starfish Childcare Programmes, a list is provided below:

1. Permanent Care – for parents and caregivers who wish to enrol their child/ren on permanent days of the week and have specified this on the booking form.

2. Casual Care – for parents and caregivers who require care for their children on a casual basis. This care must be prepaid and pre-booked with the Childcare Programme Coordinator before the child/ren can attend any sessions. All booking forms are to be completed by the end of each term for the following term.

Parents can pre-book by calling the Childcare Programme Coordinator on 022 095 7261, ringing Starfish Social Services on (07) 888 8795 or by accessing the forms online.

If a child turns up for a session without a booking, they will not appear on the roll. As we may not have the staff to child ratio's to let them attend the session speak to your Childcare Programme Coordinator who will call the parents and arrange pick up or if

we have enough staff we will be asking for payment for the session.

Parents/Caregivers must give at least 24 hours notification of a change of booking.

To enrol a child/ren, the parent or caregiver must complete an enrolment form online, which includes a list of adults authorised to pick up the child and those who are NOT authorised. Parents/Caregivers will be invoiced weekly.

No staff will release a child to a person who is not identified on the enrolment form, unless prior permission has been given by the parent/caregiver. If an unauthorised person comes to collect a child, a staff member will contact the parents/caregivers for permission. If parents/caregivers or emergency contacts are unable to be contacted, the Starfish manager will be notified who may contact the police. Other arrangements will be made for the child involved provided that the parent/caregiver has given verbal or written instructions.

NON-COLLECTION OF A CHILD/REN

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

1. A staff member to remain with the child
2. Parents/Caregivers and emergency contacts will be phoned
3. If there is no contact with the parents/caregivers or emergency contacts within an hour of the programmes end of daytime, the manager will be contacted who will then phone the police.
4. The principal of the child's school will be notified
5. A note will be left at the centre upon leaving to indicate where the child has been taken
6. Parents will be charged a late pick up fee of 50 cents per minute they are late.

The child is not considered enrolled and will not be allowed to attend any programs until we have the enrolment information. You can confirm this by talking to the Manager at Starfish Social Services or the Childcare Programme Coordinator.

INDUCTION OF A NEW CHILD/REN

Appoint a Positive Peer to give the new child a tour of the Centre and the facilities.

The Positive Peer will take a New Child Induction Checklist to make sure that all points as outlined below are covered:

- Show the child where to put their bag
- Introduce the child to the Leaders
- Show the child where the toilets are and explain that we must tell the Leaders we are going to the toilet and that we can only go to the toilets in two's.
- After Roll Call, show the child the boundaries.
- Introduce the child to the other children on the programme.
- Look after the new child until they feel comfortable.
- Check on them over the next week to see how they are.

OR

Have one of the leaders take the job above using the checklist.

POSITIVE PEERS

Positive Peers are children who are selected as an example to other children. They are given responsibilities for child induction, low level group organisation. Child Induction is carried out by Positive Peers.

ABSENCES

If a child does not arrive at a programme and no message has been received by Starfish Social Services Office about the absence, do the following:

- Check with the school office to see if the child went home early or was absent from school. (The parent will not be called if the child did not report to school or if the child was signed out early from school.)
- If the child was at school but did not arrive to the programme, do a quick search of the programme area.
- Have other Leaders ask the children if they have seen the missing child today.
- Contact the parent/caregiver to find out where the child is.
- If we cannot reach the parent, emergency contacts will be called.
- If the all the contacts are not contactable, we will call the police immediately.
- If a child who was in attendance at the programme is found to be missing and the sign out sheet has been checked, carry out a quick search of the programme area and if the child is not found, call Starfish Social Services office immediately.

- If a child is found to be deliberately hiding, the parents will be notified, and an incident Report should be written. This type of behaviour means that a staff member has been taken away from the other children while searching for the missing child.

NOTE:

- As ratios are decided on expected enrolments there is no refund given except where we have two working days of the expected absence.

- Parents/Caregivers are invoiced weekly childcare programmes in advance.

Do not hesitate to call the police – the child’s safety is paramount, and we do not want there to be a long delay before the correct authorities and the parents are aware of what has happened.

See Staff Action Flowchart on next page.

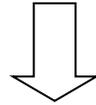
Confirm child was present at school through classmates or office, the Childcare Programme Coordinator will initiate the ‘ring around’ for parents and emergency numbers if necessary. The manager of Starfish should also be informed.

NOTE: If there are any suspicious circumstances ring the parents, police and Starfish Social Services immediately.

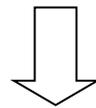
ABSENCES - STAFF ACTION FLOW CHART

If a Child is missing from the programme or a child is on the roll as being expected at the Starfish Childcare Programmes but has not shown up.

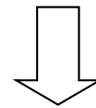
Make sure the other children on the programme are safe and supervised then initiate a search of the area, while waiting for parents or police



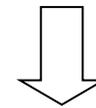
-Child found/returns or shows up at centre



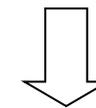
Inform Police and Parents/Caregivers that the Child is found



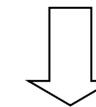
Make sure the police have all the information you have



Keep other children calm and make sure that they are supervised



Prepare Incident Report



Inform the Starfish Manager

RULES FOR THE CENTRES

This is a sample of Childcare Programmes Rules that are in place for the children.

These rules are to be reviewed and confirmed with the children each day.

- No 'tiggy' or 'tag' games on the playground at the park.
- Stay within the boundaries
- Wash hands before having food
- No walking/climbing on the furniture
- No sitting on tables
- Homework time is quiet time
- Respect each other and each other's equipment; don't touch what is not yours.
- Care for the equipment at your centre.
- NO FIGHTING, PLAY FIGHTING OR SWEARING
- Keep your toys in your bag.
- Listen to each other and the Childcare Programme Coordinator and Childcare Programme Assistants
- Come inside when you are asked to.
- Use your manners with the Childcare Programme Coordinator and Childcare Programme Assistants and with each other.
- Clean up after yourselves.
- Use equipment properly and tell the Childcare Programme Coordinator and Childcare Programme Assistants if something is broken, or a piece is missing from a game.
- ABSOLUTELY NO BALLS inside at any time.

- Tell your Childcare Programme Coordinator and Childcare Programme Assistants if you think you are being treated unfairly.
- Wash your hands after going to the toilet.

HAVE FUN!!!!!!

You may have other rules which have been put in place specifically for your centre.

ZERO TOLERANCE AT ALL PROGRAMMES

An Incident Report is written each time there is an issue which has disrupted the programme either through misbehaviour or such behaviour that distracts the Childcare Programmes Coordinator or Childcare Programme Assistants from running the programme.

These Incidents are sent to Starfish Social Services management within 24 hours of the incident. All reports are reviewed and appropriate actions taken, and then filed.

All children require a 'second chance' but there must be another step to ensure that the Childcare Programme Coordinator or Childcare Programme Assistant and children enjoy the programme in a safe and caring environment, without interruption or distraction from that.

The Starfish Childcare Programme has a zero tolerance to behaviour from children on our programmes where;

- Other children are harmed, or the intent was to harm.
- This is behaviour where a child hits, pinches, bites, kicks or in any other way uses violence against another child or a leader or in any other way puts their hands on another person with intent to do harm.

- There is continuing disrespect to the starfish Childcare Programme Coordinator and Childcare Programme Assistants, Parents/Caregivers or other children, from a child at all Childcare Programmes.
- Swearing, abuse, disrespectful back-chatting or name-calling
- There is continual bad behaviour that continually interrupts, prevents and distracts leaders and other children from the routine and enjoyment of the programme.
- There is inappropriate or offensive behaviour exhibited.
- Any form of harassment of other children, Childcare Programme Coordinator or Childcare Programmes Assistants and parents/caregivers.

Our Zero Tolerance policy to this kind of behaviour means that we reserve the right to immediately suspend these children from our programme. If suspension is appropriate, it will last for up to two (2) weeks and will begin immediately.

Parents/Caregivers will be informed, and reasons given for the suspension.

We will be using Incident reports to lead up to suspension, so we will keep parents/caregivers informed of this process. Only the manager can give the approval for suspension. After 2 weeks the child will be allowed back into the programme (or not in extreme circumstances) but only after signing a Good Behaviour contract with the Childcare Programme Coordinator. The Good Behaviour contract outlines the misbehaviour and an undertaking from the child that they will not repeat this behaviour again.

CONSEQUENCES

This is a sample of the consequences your centre might have in place to address the situation where a child has broken the rules. There may be other consequences to suit individual children at your centre.

At NO time will punitive punishment be used at any of the Childcare Programmes.

- Remind the child of the Rules/Guidelines
- Time out
- Apology to other affected by behaviour
- Equipment confiscated
- Area made out of bounds to all children
- No Free Time
- Child to call their parents and explain (use when all else has failed)
- Childcare Programme Coordinator to call parents
- Quiet Time
- Privileges taken away
- Incident Report
- Zero Tolerance Policy initiated

Explanation to Parents/Caregiver/Management of Starfish

WHEN SUPERVISING CHILDREN:

-The ratio's for supervising children are 1 adult to 10 children. The same ratio requirements apply when on outings and for any children remaining at the centre.

Before taking children on outings a risk assessment needs to be completed.

Do checks on children regularly (use scanning and headcounts).

- Make sure the children knows your name.

- Talk to parents when they are picking up their children – even just to say hello.
- When 'handing over' to a new set of staff, make sure any medical, incident/accident reports, messages for parents etc. are passed onto the new team. Any relevant information needs to be recorded in the daily form to be read by the team member taking over the shift.

SWIMMING RULES

The ratios for swimming are 1:7

This is a sample of Swimming rules that you may have in place for the children in your centre where you have access to a pool. The rules also apply if as part of a school holiday programme the children will have access to a pool. These rules are to be reviewed and confirmed with the children each day they are in use of a pool.

Swimming rules are:

- Make sure a leader is assigned to the *Sunscreen Station* – that is reminding children to apply sunscreen before and after swimming – follow the procedures for applying Sunscreen on page 23 of this document.
- Normal Pool Rules apply
- Have you put sunscreen on?
- Go to the toilet before getting into the pool – no accidents!
- No play fighting or wrestling in the pool
- No diving, dunking or splashing other people in the pool
- No pushing others into the pool
- No running around the pool
- Watch out for the little ones
- Look after each other

- The pool is for swimming if you are told to get out because you are not swimming but play fighting or splashing, then you must do so immediately. If you do not get out of the pool when you are told too, everyone will have to get out of the pool.
- Tell the Childcare Programme Coordinator or Childcare Programme Assistants if you are being bullied in the pool.
- Listen to the Childcare Programme Coordinator and Childcare Programme Assistants
- You only swim if you have a change of clothes and a towel.
- If you are asked to get out of the pool, you must get out straight away.
- There are no second chances for breaking our rules.
- Watch out for each other and tell a Leader if you think someone needs help!

SUNSCREEN GUIDELINES

In the summer months the sunscreen will be made available and the sunscreen rules will apply. The sunscreen will be kept by a staff member who will instruct the children to apply sunscreen when deemed necessary.

The sunscreen will be the Cancer Society sunscreen provided by Starfish Social Services or the sunscreen provided by parents specifically for their children.

SUNSCREEN APPLICATION

- Do this in 2 groups – Males and Females
- Ask the children to line up in a straight line
- Ask them to roll up their sleeves

- Tell them that they will be applying sunscreen by having a leader put some sunscreen in their hand
- The children then apply the sunscreen up and down the arms and hands and up and down the legs to the feet.
- On faces, it is on cheeks, noses, chins and ears – not near eyes

No Leaders are to apply sunscreen directly to a child. If children are little, then a leader may help them in full view of other leaders.

SUN SAFE

CENTRES WILL HAVE A SUNSMART POSTER DISPLAYED DURING TERMS 1 & 4

- Parents must provide children with sun hats and sunscreen when they attend any Starfish Childcare Programmes during the warmer seasons. They must be clearly labelled.
- Parents should provide children with sunscreen whenever possible.
- Starfish Childcare Programmes will have available sunscreen recognised by the cancer society in the First Aid Kit.
- Children are required to apply sunscreen when outdoors.

This policy is adopted from January 1st, 2005, so that children attending any of the Starfish Childcare Programmes are protected from skin damage caused by the harmful UV radiation of the sun, which can lead to the serious skin cancer and/ or melanoma, in later life. The policy is to be implemented during daylight saving months.

As part of general sun protection strategies Starfish will:

- Utilise the shelters and trees providing shade in the school grounds.
- Provide SPF30+, broad spectrum, water resistant sunscreen for staff and children's use while encouraging parents to include this in their children's bags.
- Incorporate information sessions by the Cancer Society into Starfish Programmes.
- Require children to wear hats that protect the face, neck, and ears when they are outside - (e.g. interval, lunch, excursions and activities).
- Provide extra hats for children to borrow.
- Encourage children to play in the shade, particularly when they do not have their hats.

Encourage staff to act as role models by:

- Wearing appropriate hats and clothing for all summer outdoor activities
- Using an SPF30+, broad spectrum, sunscreen on exposed skin
- Seeking shade whenever possible.
- Regularly reinforce the sun protection policy in a positive way through child and staff activities and by talking to the parents.

When enrolling their child parents will be:

- Informed of the starfish sunscreen guidelines and policy.

- Requested to ensure they put a suitable hat in their child's bag during summer months.
- Encouraged to provide SPF30+, broad spectrum, water resistant sunscreen in their child's bag.
- Asked if their child has any allergic reactions to sunscreen.
- Requested permission to use sunscreen provided by starfish on their child.
- Encouraged to practice sun protective behaviour themselves.

SUN SAFE POLICY FOR STARFISH STAFF

The health and safety of employees is of primary concern to starfish and we will actively seek to promote, encourage, and support sun protection in the workplace to reduce the risk of dangerous skin cancers.

Where possible, we will:

- Reconsider the appropriateness of any practices that prevent sun safety in the workplace.
- Encourage maximum use of existing shade wherever possible, either by moving the job indoors or to shady spots.
- Minimise the times that staff are outside for long periods during the highest risk times from 11am to 4pm during daylight saving months.
- Encourage staff to wear hats and use sunscreen with a broad-spectrum sun protection factor (SPF) 30+ and water resistance.
- Promote sun safety information through posters and brochures from the Cancer Society NZ.
- Lead by example

GENERAL UNIFORMS

Starfish Holiday Programme vests must always be worn by all staff on outings for Starfish Holiday Programme. This is a safety issue as the bright colour enables parents/caregivers and children to quickly identify you and your location. If the day is cold, wear your vest over long-sleeved shirt.

The Starfish Childcare Programme uniforms are provided for staff to wear while they are working in any of the childcare programmes.

MOBILE PHONES

- All personal phone calls and text messaging should be conducted outside of work hours, unless in an emergency.
- Photographs of the children must not be taken by mobile or camera without written permission.
- If you are supplied with a Starfish mobile phone, it must only be used for Starfish Before School Care, Afterschool Care and Holiday Programme purposes.
All unauthorised use will be at the user's expense.
- While you are on your mobile or texting, you are NOT watching the children.

RECONCILIATION

All purchase receipts are required to be brought forward each month to the Starfish Administrator for financial reconciliation.

CLIENT FINANCIAL ACCOUNT

Invoices will be sent out to clients each week via email and the full balance will need to be paid by the end of the following week. Clients can pay their accounts to the following bank account number: 12 – 3438 – 0004712 - 02.

Queries on client invoices needs to be made by calling the office or make a note on the Daily Records Form and send in with Weekly paperwork to Starfish Social Services. Please try to get a postal address and email address or phone number.

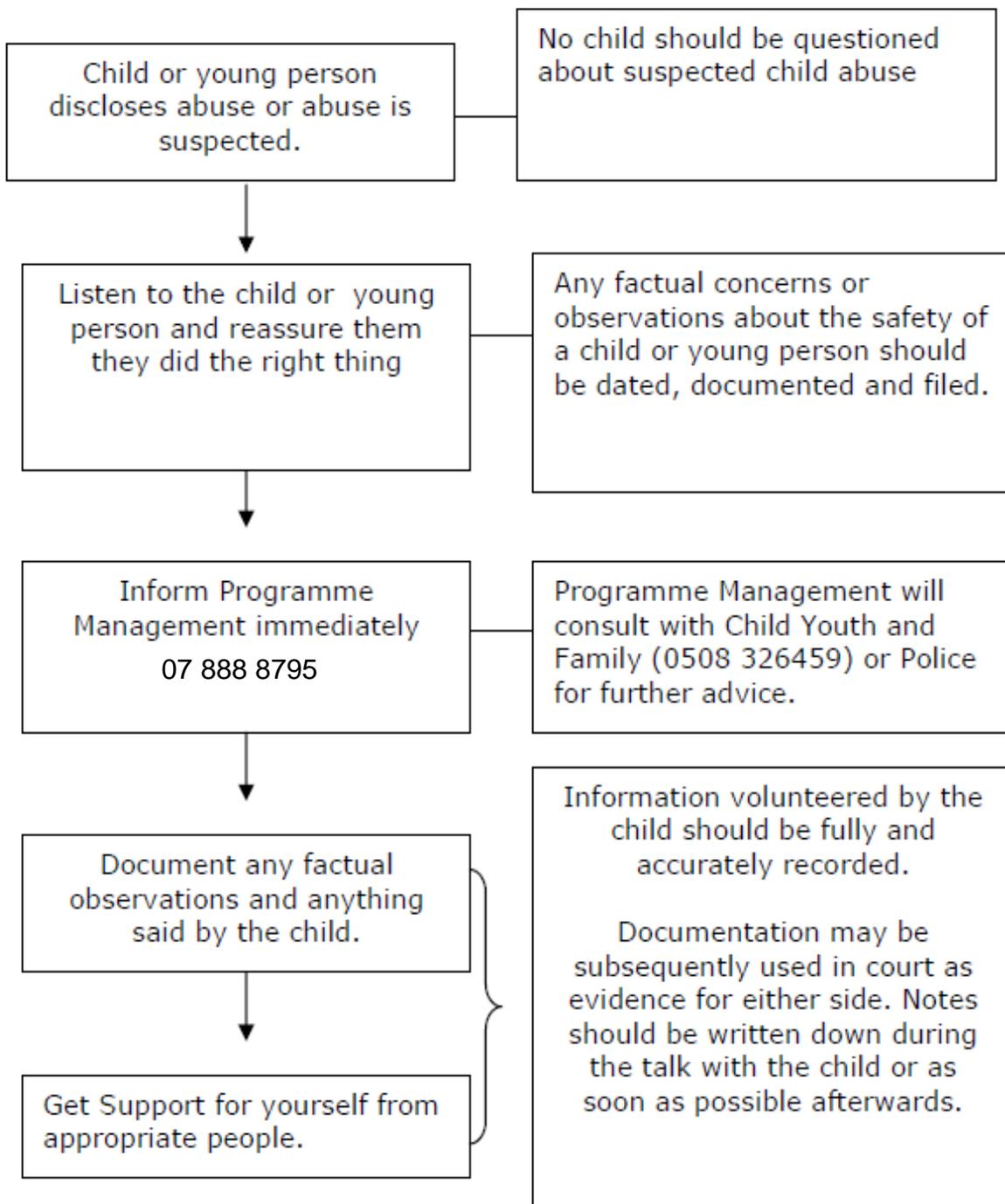
CHILD PROTECTION POLICY

Please refer to Starfish Social Services Child Protection Policy for full detail. See below for a flow chart on responding to suspicions or disclosure of abuse.

RESPONSE TO SUSPICIONS OR DISCLOSURE OF ABUSE – STAFF ACTION FLOWCHART

Adapted with permission from the Out of School Care Network, Auckland.

Do not take it upon yourself to solve or become involved in this situation – there are trained people and specific agencies for this purpose, and we must hand over to them as quickly as possible for the wellbeing of the child involved. Below is the flow chart on what to do:



HEALTH AND SAFETY

Please see Starfish Social Services Health and Safety Policies which are filed onsite, 15 Gordon Terrace, Matamata. These policies were written with guidance from the Health and Safety at work act 2015

SERIOUS ACCIDENT OR TRAUMA INVOLVING CHILDREN OR STAFF

Staff Action Plan

- 1. First Aid Leader** - The first trained leader on hand will administer appropriate first Aid immediately.
- 2. First Aid Leader** - will send a responsible adult (Calls Programme Assistant) to call for help

(111) - ambulance, police, fire brigade (If it is not possible to call an ambulance, the child/children may be transported in a private vehicle to the hospital if necessary.)
- 3. Programme Coordinator** - Parents or alternative contacts will be called by the person who called for help.
- 4. Programme Coordinator** – will alert the Starfish Manager to the situation.
- 5. Programme Coordinator** – Take a mobile phone and the roll.
- 6. Programme Coordinator** - Assign a programme assistant or support worker to take the other children away from the accident area to a safe place within the school or centre grounds.

7. Programme Coordinator – Make sure the programme assisted and/or support worker are assigned to look after the other children will have a mobile phone and the roll.

8. Programme Coordinator - Evaluate the accident area and make a decision on what needs to happen to make the area safe.

9. Programme Coordinator - Work with emergency staff or call the starfish office for support.

10. Programme Coordinator– Take a mobile phone. Take children to a safe area within the school or centre grounds (if accident or trauma occurs outside of school or centre, then take the children to the nearest clear area e.g. field) – do not leave the school or centre area unless directed to do so by police or other emergency services.

11. Programme Assistant - Keep children calm and wait with them. Take the roll and report any missing children to the Programme Coordinator.

12. Programme Coordinator & Assistant - Do Not Leave the Children Alone.

13. Programme Coordinator – Check for missing children, and then if you find children are missing from your roll, inform police or emergency workers which children are missing. Follow the missing child procedure on page 27 of this manual.

14. Programme Coordinator & Assistant – mark children off the roll as they are collected by parents.

15. Programme Coordinator – Document the accident and steps taken.

- a. Locate witnesses and take information need to fill in appropriate forms.
- b. First Aider – write an account of first aid given
- c. Programme Coordinator – write an account of calls made
- d. Programme Coordinator and/or Assistant – Rolls, missing children reported

e. Any accident involving serious harm will be reported to OSH as soon as possible after its occurrence and the prescribed accident form submitted to OSH within seven days. All forms need to go to Starfish Social Services.

Forms Required for Serious Trauma or Accident involving Children or Staff

- Accident Form
- Incident Form
- Roll

All paperwork is to be signed by the child/ren's Parent(s)/Caregiver(s) and to be handed into the Manager at Starfish Social Services.

16. Youth Staff

Youth staff should not be left unattended. The Programme Coordinator must arrange for breaks to be covered by other adult staff or volunteers when off site. Where possible the same gender staff should accompany the children to any areas of vulnerability e.g. Toilets. All staff members must remain vigilant about safety and personal boundaries, ensuring both children and themselves are protected

RESPONSE TO SERIOUS ACCIDENT OR TRAUMA – STAFF

ACTION FLOW CHART

1. Apply Immediate First Aid (If Required)
2. Call Emergency Services, 111
3. Notify Parents/Caregivers
4. Notify the Starfish Manager
5. Take the Roll
6. Take the other children to a safe place
7. Evaluate the accident, decide on what needs to happen to keep the area safe
8. Work with Emergency services on arrival
9. Call Starfish for Help (If Required)
10. Do not leave the centre grounds unless directed to by emergency services
11. Do not leave children alone
12. Mark children off the roll as they are collected by Parents/Caregivers
13. Accident and/or Incident Report

Important Note: The Childcare Programme Coordinator must always have the roll and a mobile phone on them

ACCIDENT AND MINOR ACCIDENT REPORT

For all Accidents (e.g. fall from play equipment, bad graze, bump to head) and minor accidents (e.g. stubbed toe, minor graze on knee) you will need to fill out an Accident Report. All accident reports are entered into the Accident Report Book; make sure that you have entered as much detail as possible on the form. When filling in the Accident Form, make sure that you have accurate information as this may be required at a later date. A parent must see the form and sign it. A back up Accident and Minor Accident form is available should the Accident book run out and another one is not available.

For any accident where there has been a bump to the head – you must call the parent or caregiver to come and collect the child. This goes without exception.

These accident reports are kept on site and made available to the manager when requested. Once the book is full it will be returned to Starfish Social Services to file.

INCIDENT REPORT

Every Incident Report is recorded and notification to the Manager within 24 hours of the incident. The Childcare Programme Coordinator will have these filed at Starfish Social Services. Please make sure that you complete as much detail as possible.

These are to be filled in at the time or on the same day as the incident. It is important for the Zero Tolerance process that Incident reports are filled in, signed off by parents or caregivers and returned to the office for data entry.

You may not need to fill them in for minor incidents, but for those incidents that need to be recorded for future reference such as fights and extreme behaviour problems (e.g. violent behaviour) but also for suspicions of Child Abuse, Staff and Parent complaints etc.

UNWELL CHILD/REN

If a child or children attending Starfish's programme becomes unwell or upset the Childcare Programme Coordinator will contact their Parent(s)/Caregiver(s) to pick their child/ren up as soon as possible. The child will be kept in a quiet space away from the other children and the Childcare Programme Coordinator or the Programme Assistant(s) or support worker(s) will stay with the child until their Parent(s)/Caregiver(s) are able to pick them up. Parent(s)/Caregiver(s) are asked to please keep their child/ren who are unwell at home until recovered as we do not have the facility to look after sick children.

FIRST AID KIT (RE-ORDER)

The First Aid Kit should be checked regularly. If you need to order items use this form indicating what is required. For everyday use items such as band aids – this has been factored into the centre budget and should be purchased with groceries. This form then needs to be returned to Starfish Social Services for re-ordering.

FIRST AID

Each programme will carry a well-equipped First Aid Kit. The Kit is accessible to all Programmes such as the Before School Care and Afterschool Care. This is taken in the Travel Bag on the Holiday Programme.

- The Kit will contain a list contents.

- If an item is used or removed for any reason, it must be noted on the First Aid Kit - Re-order form and given to the Starfish Social Services for re-ordering.
- If stock is required urgently the Programme Coordinator should call the Starfish Office and order it over the phone. The First Aid Kit – Re-order Form should still be filled out and given to the Starfish Office and noted that it was ordered by phone.
- A staff member will be responsible for checking the First Aid Kit weekly and re-ordering when stock has been used or is missing. Check the Centre Duties list.
- The Starfish Administration is responsible for re-ordering stock from Order Forms that are received.

MEDICAL ASSESSMENT FORM

The parent must complete these forms in when children have any medical information or medicine that needs to be administered and that staff should be aware of. All Staff must be made aware of this information. At the changeover of staff, the supervisor must familiarise the new staff with all medical information.

TRANSPORTING CHILDREN

The Afterschool Care and Holiday Programme have 3 vehicles available to use; they are both 12-seater vans. The programme Coordinator, Assistant and/or support workers will be the drivers, the children are collected from their enrolled school and picked up from the programme by their Parent/Caregiver. Both the Wairere Primary School and Walton Primary School drops the children off at the Centre. All

Matamata Intermediate children walk to the centre. Parents give permission to Starfish staff to transport their child/ren when they enrol in the Before School Care and/or Afterschool Care and/or Holiday programme. In accordance with the New Zealand Transport Policies and the New Zealand law children under 7 years of age must be in an approved restraint appropriate to their age and size. It is recommended that children between the age of 7-8 are to use an approved restraint if one is made available to them. It is important to note that international best practice recommends that child restraints are used until the child is 148cm tall. It is the driver's responsibility to ensure all children are using appropriate restraints. Drivers are always required to have a mobile phone on them. For accidents or vehicle breakdowns please see Starfish Social Services Vehicle and Transport Policy. Staff must have their full license and the vehicle they are travelling in must have comprehensive insurance.

VEHICLE BREAKDOWN

In the event of the work vehicle breaking down, the Programme Coordinator will call VTNZ Roadside Assistance on 0800 882 432 for assistance. The phone number can be viewed on the sticker of the vehicle's front window or in the glove box compartment of the vehicle in the form of a brochure.

TRIP RECORD

These forms should be used on EVERY trip. Divide the children into groups and fill in this form with a description of each child. (Clothing, hair colour etc). The forms should be handed into the Coordinator at the end of the trip. The notes section of this form should include any feedback which enables us to choose good venues for the

children in the future and to avoid those that are not so good. This form is to be used in conjunction with the risk assessment form. The Coordinator will give these forms to the Starfish manager with the weekly forms.

RISK ASSESSMENT

The purpose of the risk assessment is to assess any potential risk that the programme may encounter when on outings. This form will be filled out before any trip is undertaken.

HAZARD REGISTER

The purpose of the hazard register is to assess any potential risk that the programme and facilities may encounter. This form is to provide a register of all identified risks and action that is to be taken to minimise the risk.

BUILDING AND FACILITIES

It is the Manager of Starfish Social Services responsibility to check that the centre has a current building warrant and that it complies with other relevant Fire and Safety requirements.

- The final responsibility lies with the owner of the building.
- The Programme Coordinator will liaise between the owner and Starfish Manager in the event of any problems

PLAYGROUND FACILITIES

No children are to climb on the outside of the 'fort' or on the top of any component of the playground except for the climbing wall. No more than four people are on the tyre swing at a time and those not on it are kept at a safe distance from it. Staff are required to cover the sandpit at the end of use each day.

VIRUS OR DISEASE BREAKOUT

In the event of a virus or Disease breakout in the area, Parents and Caregivers will be notified via email with regards to the breakout. Starfish Management will decide the next steps to take. All information and updates can be found on the Ministry of Health website: health.govt.nz.

SMOKING, VAPING AND ALCOHOL POLICY

An alcohol and smoke-free (Including vaping) policy will be adhered to at all times when the programme is operating.

- Staff may not smoke or vape while on duty or when in sight of the children.
- A designated smoking area that is out of bounds to children may be provided at the request of staff. In the case of a school this is not an option and any smoking or vaping must take place out of the school area.
- Any member of staff attending the programme under the influence of alcohol or drugs will receive an instant dismissal.

ANIMALS

Animals will not be permitted at the programme except where there are guide dogs for the blind, police dog displays or other animals which are being shown by a handler.

If an animal is encountered on any programme, the Leaders must ensure that all children are quietly and calmly gathered and taken to a safe area, while other leaders make a decision on whether or not the animal can safely be restrained or Animal Control should be called to remove the animal safely.

At no time should the children be allowed to go near the animal.

Starfish staff will remain vigilant and act with the best interests of the children in mind the first step being to remove the children to a safe area second call Animal Control or the Starfish office to ring Animal Control if necessary.

FIRE/EARTHQUAKE DRILL

One fire and one earthquake drill are required weekly during the holiday programme.

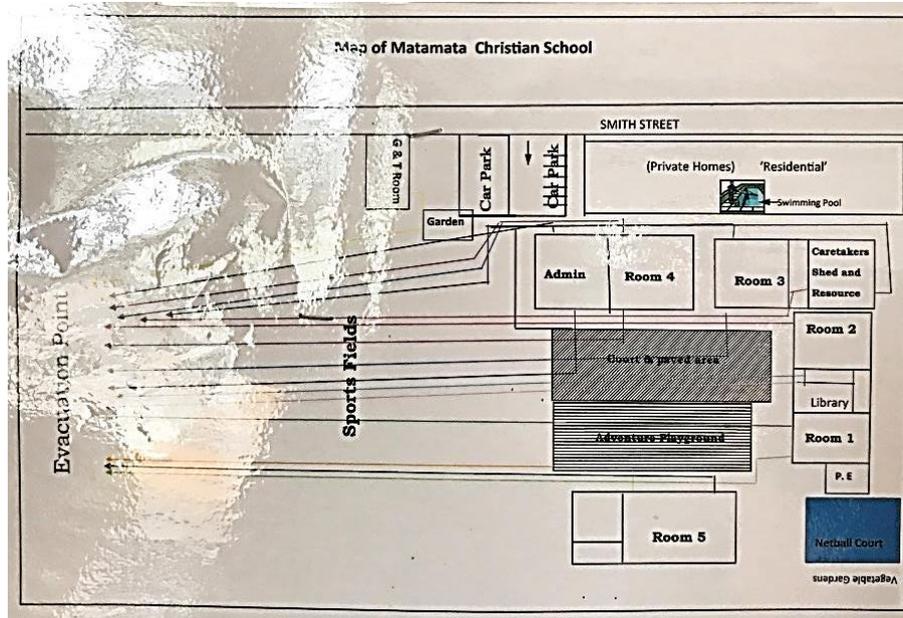
One fire and one earthquake drill are required during the school term at all venues.

Make sure that you fill in the Fire and Earthquake Drill Schedule Record. Most children will know the drill if they are at their own school, but you should regularly make children and staff aware of the evacuation procedure.

FIRE PROCEDURE: MATAMATA CHRISTIAN SCHOOL

1. When the alarm sounds leave immediately by the nearest exit
2. Alternative is the Window(s)
3. Walk in an orderly manner to the assembly evacuation point (far end of the sports field at the Matamata Christian School).

4. Programme Coordinator or Programme Assistant to count the number of children
5. Wait for the 'All Clear' from the Programme Coordinator or Fire Wardens

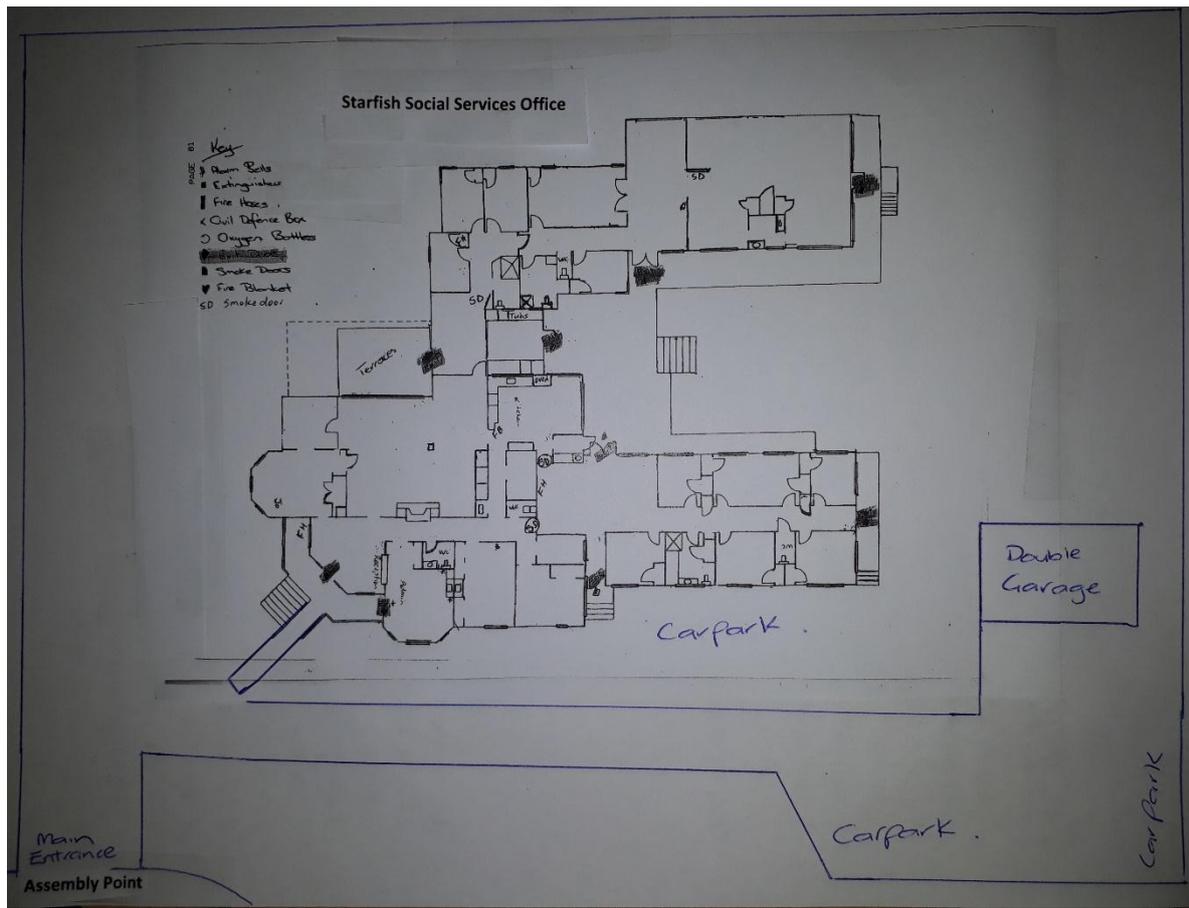


FIRE PROCEDURE: STARFISH SOCIAL SERVICES OFFICE

Fire Procedure:

1. SOUND ALARM.
2. ENSURE FIRE SERVICE IS CALLED.
3. LEAVE PREMISIS IMMEDIATELY IN AN ORDERLY MANNER BY THE NEAREST EXIT.
4. REPORT TO ASSEMBLY POINT AT THE MAIN ENTRANCE ON GORDON TERRACE.
5. FIRE WARDEN TO ASCERTAIN THAT ALL PERSONS ARE COUNTED FOR. PROGRAMME COORDINATOR TO ASSIST WITH NUMBERS ATTENDING THE PROGRAMME BY CALLING OUT THE NAMES ON THE ROLL.

Only if conditions permit should attempts be made to extinguish fire



EARTHQUAKE PROCEDURE:

1. Do not leave the building
2. Go under a stable table or chair
3. Hold the legs of the table or chair with one hand and cover your head with the other
4. Stay under the table/chair until given the 'all clear' from the Programme Coordinator

OR

1. If you are outside, stay there.

2. Move away from the buildings, walls, and any power poles. Electric lines are a serious hazard – stay away from fallen lines, if possible, proceed cautiously to an open area e.g. field

Wait where you are until given the 'all clear' from the Programme Coordinator

STARFISH CHILDCARE PROGRAMME FORMS

BEFORE SCHOOL CARE SIGN IN SHEET

Parents and caregivers sign their children in at Before School Care electronically with the centres tablet.

The parent signs the child in by:

- Signing next to the child's name
- The Aimy Plus software will automatically record the time the Parent has signed in.

This is completed by caregivers every time a child is dropped off at Starfish Before School Care. It is the programme coordinators responsibility to see these forms returned to Starfish Social Services and filed away.

AFTER SCHOOL CARE SIGN OUT SHEET

Parents and caregivers sign their children out of the Afterschool Care programme electronically on the centres tablet.

The parent signs the child out by:

- Signing next to the child's name
- The Aimy Plus software will automatically record the time the Parent has signed out.

These are to be completed by caregivers every time a child is picked up from Starfish After school care. It is the programme coordinators responsibility to see these forms returned to Starfish Social Services and filed away.

HOLIDAY PROGRAMME SIGN IN AND OUT SHEET

Parents and caregivers sign their children in and out of the Holiday Programme electronically with the Centres tablet.

The parent signs the child in by:

- Signing next to the child's name
- The Aimy Plus software will automatically record the time the Parent has signed in.

The parent signs the child out by:

- Signing next to the time signed out
- The Aimy Plus software will automatically record the time the Parent has signed out.

These are to be completed out by caregivers every day their child is attending the Starfish Holiday Programme. It is the programme coordinators responsibility to see these forms returned to Starfish Social Services and filed away.

DAILY REPORTS FORM

This form is to be filled in each day by the Programme Coordinator and/or Programme Assistant for the Before School Care and Afterschool Care. At every shift, the Programme Coordinator/Assistant must complete the daily reports form. This form includes reporting details on children attending, absences, extras, staff rostered on, planned activities including satellite activities, any maintenance and a notes section to be used when children are attending sports practice or have been

sent home early (illness). A weekly reports folder will be kept at Starfish Social Services which will contain the above daily reports, weekly checklists, any incidents, accidents, minor accidents, new child induction, sign out sheet, afternoon tea schedule, log of children with medical conditions e.g. special needs, allergies etc and the fire/earthquake scheduled and performed drills. It is the Childcare Programme Coordinators responsibility to see that these reports are taken to Starfish Social Services every week and filed away. The programme coordinator must at the start of every shift read the Daily reports from the previous day to ensure they are informed. All staff will read the daily reports form as they come into the centre and sign at the end of their shift to say that they have done so and are aware of the information there. This way if a parent or caregiver asks where their child is, all staff will be able to give the right answer – this is to keep staff informed of what is happening in the centre.

WEEKLY CHECKLIST

The weekly checklist is used by the Childcare Programme Coordinator/Assistant to record the condition of the centre and the level of resources. This form should be filled in and given to the manager at Starfish Social Services weekly who will then have it filed in the weekly reports folder.

BEFORE SCHOOL & AFTERSCHOOL CARE BOOKING FORM

This form is completed online at starfishservices.org.nz and is used to identify the days of the week their child will be enrolled for. Parents can book and change their bookings at any time online.

HOLIDAY PROGRAMME BOOKING FORM

This form is completed online at starfishservice.org.nz and entered at the beginning of each holiday programme, it is used to identify which days of the holiday programme their child will be enrolled for. Parents can book and change their bookings at any time online.

WITHDRAWAL FORM

When children will no longer be attending the Starfish Childcare Programmes, this form must be completed by the parent/caregiver. Two weeks' notice needs to be given by the parent for all childcare programmes. The Childcare Programme Coordinator will take this form and hand at Starfish Social Services where they will be filed.

PROGRAMME SURVEY FORM

At the end of each school term and school holidays, parents and the child(ren) will be given these forms to give all programmes feedback. Once these forms are collected by the Childcare Programme Coordinator, the Childcare Programme Coordinator will analyse the results and prepare a report to the Starfish Social Services Manager. Recommendations will be made then filed away.

COMPLAINT RESOLUTION FORM

If a complaint is made against Starfish Childcare Programme staff, the programme or management by a parent or caregiver, the complainant can fill in this form with

support from the childcare programme coordinator if chosen, who will attempt to rectify the situation. If the parent is still unhappy after contacting the childcare programme coordinator, the complaint should then go to the Manager at Starfish Social Services. If the complaint is about another child, bullying or an incident, please fill in an incident report and have the parent or caregiver sign it and attach it to the complaints form - return to the manager at Starfish Social Services. The complaint will be responded to within four days of receipt of the complaint. The programme coordinator will keep the Manager informed of any verbal complaints received and write them up on an Incident Report. If the complaint is made by one staff member against another, the Manager of Starfish will be called in to handle the process of management and reconciliation of the issue. During this process, it is the right of the complainant to have a support person with them should they choose so. If the complainant is not happy with the outcome that is reached, then they will be given the opportunity to extend their complaint to ombudsman.

CONFIDENTIALITY FORM

When you have a volunteer at your centre, make sure they read and sign this form. The Supervisor must sign the form as well.

CHILD INDUCTION CHECKLIST

This form is used either by a 'buddy', positive peer or by a leader to check off all the things that the child should be told when starting at the programme.

EXPENSE CLAIM FORM

Fill in one of these and attach to the weekly forms returned to Starfish Social Services when necessary. Make sure that you have permission to spend the money first and then fill out the form. Permission is to be given by the manager only. Any expenses to be returned will be deposited directly into your bank account.

STARFISH MOBILE PHONE TRANSFER FORM

If you are entrusted with a Starfish Mobile Phone and are going to pass that onto another staff member, ensure that you fill in a Staff Transfer Form. Make sure to pass over the charger for that phone.

SUPERMARKET GIFT CARD TRANSFER FORM

If you are entrusted with a Supermarket Gift card for your centre and have signed for it, then you need to pass it to another staff member – make sure that you fill in a Staff Transfer Form. The Supermarket gift cards are purchased and used every week to purchase weekly supplies all childcare programmes.

PETROL CARD TRANSFER FORM

If you are entrusted with a Petrol card for your centre and have signed for it, then you need to pass it to another staff member – make sure that you fill in a Staff Transfer Form. All receipts to be given to the Finance/Administration person at Starfish Social Services.

CENTRE KEYS TRANSFER FORM

If you are entrusted with the Keys for your centre, then you need to pass the information to another staff member – make sure that you fill in 'Staff Transfer Form'.

This means that responsibility for the safekeeping of keys will be passed to the other staff member and we will all be aware of where the keys are.

STAFF AVAILABILITY

Staff are to email the Programme Coordinator if s/he is not available to work on his or her normal shift. The Programme Coordinator would then find another staff member to cover the shift in question. These forms are then to be returned to the Programme Coordinator.

CENTRES ASSET REGISTER

The Programme Coordinator will keep an asset register of all the Centre assets such as sports equipment, board games, fridge, microwave, vacuum cleaner etc. There is also space for assets that need repair. Those assets such as cleaning products are kept in a container on top of the cupboard near the entrance of Room 4 of the Matamata Christian School. This keeps the cleaning product out of reach of any children. A full register of the centre's assets will be kept at Starfish Social Services.