



Investing in the
next generation

OSCAR

Holiday Programmes Policies and Procedure

Y CHRISTCHURCH

Policies and Procedures

2023

Y CHRISTCHURCH

12 Hereford Street, PO Box 2004, Christchurch 8140

p 64 3 366 0689 e mailto@ymcachch.org.nz w ymcachch.org.nz

Welcome to the Y

Vision – Building strong people, families and communities

Purpose – Investing in the next generation

Values – Honesty, respect, responsibility, caring

Our way of doing things – Ā Tātou Kaupapa

Head, Hand and Heart – our people will use all three, the head (systems, safety, financial, practical considerations, whether or not it fits with core purpose); the hand (the work that is required) and heart (compassion, empathy and reflection on Y values) to make good stuff happen.

People Centred – all our Y participants are welcomed in an inclusive way: all ages, cultures, socio-economic backgrounds, religions, beliefs. Young people will be given opportunities to participate in decision making and leadership

Connected – we will connect and work with tangata whenua, our local communities and our industry sectors. We will creatively adapt to the changing environment, demographics and community needs

Please Note:

The Policies and Procedures in this manual have been developed so as to align with the relevant Ministry of Social Development Level 3 Social Sector Accreditation Standards, the Specialist Accreditation Standard: Out of School Care and Recreation (OSCAR) programmes and the Specialist Accreditation Standard: Outdoor Pursuits and camp programmes for children and young people documents.

A copy of these Policies & Procedures will always be made available to parents and caregivers online through the Y Christchurch website. These Policies & Procedures can also be requested directly from Y Christchurch staff.

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

Contents

1	Service Environment	5
1.1	Activities and Programme Content	5
1.2	Safe Premises	5
1.3	Space.....	5
1.4	Eating Area's/Food and Nutrition.....	5
1.5	Video and Film.....	5
1.6	Toileting.....	6
1.7	Phone Services	6
2	Service Operation	7
2.1	Programme Information.....	7
2.2	Enrolment Practices	7
2.3	Visitors.....	7
2.4	Transporting Children	7
2.5	Complaints	8
2.6	Responding to Cultural Issues	8
2.7	Behaviour Management	8
2.8	Behaviour Incident Management	9
2.9	Signing In	10
2.10	Signing Out	10
2.11	Children with Special Needs or Disabilities	10
2.12	Attendance & Collection of Children	10
2.13	Child not arriving at the Programme	10
2.14	Late Collection of Children.....	11
2.15	Missing Child.....	11
2.16	“Run – Away” Child	11
3	Health and Safety	12
3.1	Healthy Environment	12
3.2	Equipment and Furnishings	12
3.3	Risk Assessment – Hazard ID & Risk Registers	12
3.4	Accident & Incidents.....	13
3.5	Unwell Children including Sickness and Injury	13
3.6	Children with Infectious Diseases	13
3.7	Medication.....	13
3.8	Emergencies	14
3.9	In all Emergency Events.....	14
3.10	Earthquake	14
3.11	Fire	14
3.12	Other Emergency Events.....	15
4	Child Protection.....	16
4.1	Duty of Care	16
4.2	Prevention & Early Intervention	16
4.3	Reporting Concerns to a Statutory Agency	16
4.4	Reporting Suspicions & Allegations against a Staff Member	16

5	Supervision	17
5.1	Adequate Supervision	17
5.2	Overnight Stays	17
6	Management	18
6.1	Effective Process to Support, Manage & Train Staff	18
7	Financial Management	18
7.1	Sundry Programme Costs	18
8	Definitions	18
9	Related Documents	19
9.1	Y Christchurch Documents	19
9.2	Legislation	19
9.3	Standards and Codes of Practice.....	19
9.4	Other	19
10	Document Control	19
10.1	Policy Owner	19
10.2	Parent Policy	19
10.3	Date of Implementation	19
10.4	Review Date	19
10.5	Document Control Procedure.....	20
10.6	Version Table.....	20
11	Appendices	21
11.1	Appendix 1: Table of Consequences.....	21

1 Service Environment

1.1 Activities and Programme Content

Y Christchurch OSCAR programmes should be fun, stimulating, challenging and encouraging. They should have a core focus of providing children with positive experiences and opportunities to learn new skills while also being social by allowing children to interact with their peers in a safe environment.

Keys to Planning a Successful Programme:

- Gain feedback from the participants, potential participants and their parent or guardian on what they would like in the programming.
- Ensure staff have input into the programming.
- Ensure staff are suitably trained and/or experienced.
- Consider the dynamics of the group, i.e. gender, age, cultural needs, physical capabilities and numbers.
- Include both indoor and outdoor, physical and passive activities, and 'free time' to ensure everyone is catered for.
- Plan each day with realistic time frames.
- Have alternative 'back up' activities available just in case.
- Programme Directors will give final approval of their respective programme schedule.

1.2 Safe Premises

- All buildings will have a current Warrant of Fitness.
- Maintenance of the premises is usually the responsibility of the owner. If any breakages, hazards or maintenance issues exist the Y will let the owner know as soon as possible.
- All evacuation/emergency plans will be clearly displayed at each venue.
- A hazard identification checklist will be completed daily.
- The Y is not responsible for any loss of valuables brought to the programme by a participant.

1.3 Space

Each programme will provide:

- Plenty of indoor space (for meeting areas, indoor activities and wet weather options).
- Plenty of outdoor space.
- A quiet area (as a 'chill out' space, and area for unwell children or for quiet activities.)
- Suitable storage space for equipment.
- Appropriate furniture and equipment for the venue and programme.

1.4 Eating Area's/Food and Nutrition

At all times safe and hygienic practices will be followed:

- Staff will demonstrate good, healthy and hygienic eating habits while with the children.
- Drinking water will be readily available, or sufficient quantities will be carried.
- Staff will keep a list of all children's allergies and food restrictions if applicable.
- If there are no handwashing facilities staff will provide 'wet wipes' or hand sanitizer.
- All children will be required to wash their hands after using the bathroom.

1.5 Video and Film

- TV film and video will only be viewed that have a G or PG rating.
- TV and videos may only be used when planned as part of a balanced programme of activities. They should not be a daily activity.
- Staff should preview the film or video where possible.
- The age group of the children will be taken into consideration when choosing a video.

1.6 Toileting

The below process is used when a group is in a public area or when the programme site is away from toilet facilities:

- If a child indicates they need to go to the bathroom then all other children will be asked if they need to use the bathroom, and then the group requiring the bathroom will go to the toilet facilities with at least one staff member.
- If no other children require the bathroom a suitable 'buddy' will be selected to go to the bathroom with staff accompanying both participants.
- If the toilet is located in a public area the relevant staff member will check toilet facilities to ensure they are safe. Once identified as safe they will wait outside/nearby.
- Staff will check to account for all children before leaving the toilet facility.
- A staff member and child will not use a toilet facility at the same time.

Bathroom facilities used for OSCAR programmes will be kept clean.

1.7 Phone Services

- Staff will have a contact list for all relevant staff mobile numbers.
- Where there is no mobile or phone service available an alternative communication method will be used to ensure in case of an emergency the programme has a way of contacting emergency services.
- A Y emergency mobile number will be made available to parents or by contacting the main Y Christchurch number, and all calls will be forwarded directly to the relevant person.

2 Service Operation

2.1 Programme Information

The following information will be made available to parents and caregivers. This information will be available on the Y Christchurch website. Parents will be informed on where to access this information during the enrolment process. Staff at sign in and out will also direct parents to the website, or will give this information directly (where relevant):

- Relevant Y contact information
- Programme schedule
- Complaints Procedure
- Policy & Procedure Handbook (this booklet)
- Terms and conditions
- Any other programme specific relevant information.

2.2 Enrolment Practices

- Enrolment dates and information are available online at www.ymcachch.org.nz
- Parents will enrol through an online process.
- Parents must complete the enrolment process each holiday period. 'Roll over' bookings are not available.
- Parents must agree to terms and conditions as part of the enrolment process.
- Parents will provide as part of the enrolment process:
 - A minimum of two emergency contacts
 - Names of individuals authorised to collect the child from the programme
 - The day(s) of the week and the sessions the child will be attending
 - Parental/guardian consent when any child has been allowed to leave the programme unaccompanied
 - Any health and/or medical conditions, including what treatment is required and whether the child is self-medicating
 - Swimming competence and confidence (if applicable)
- Parents are to inform the Y if any enrolment details change.

2.3 Visitors

- Staff will ensure any visitors sign in and wear a visitor's badge while on site.
- Staff may require identification prior to entry.
- Staff reserve the right to refuse entry to any visitor.
- A visitor is not permitted at any time:
 - To be alone with a child
 - To administer disciplinary actions
 - To hold adult topic conversation in the presence of any child
 - To interrupt or disrupt the running of programmes
 - To take children outside of the boundaries of the OSCAR programme.

2.4 Transporting Children

- Parents must give consent for the YMCA to transport their child/ren. This is done upon enrolment in a Y programme.
- Children will wear correctly fitting seat belts at all times if provided.
- Mobile phones must be carried at all times by the programme staff; however, use of the phones while driving is not permitted.
- All vehicles and drivers will be legally compliant.
- Children will be accounted for by the use of a roll. Children will be signed into the programme by their parents. Y staff will sign the children on and off the bus, once at programme venue the Team Leader will sign the child into the programme. At the end of the day Y staff will again sign the children on and off the

bus once arriving at the base location. Parents will then sign their child out of the programme at the sign in/out desk.

- If an accident or breakdown occurs the Team Leader will contact the Programme who will arrange alternative transport if necessary. In the event of an accident Y emergency procedures will be followed.

2.5 Complaints

- Complaints forms are available from Team Leader at all programmes, or on the YMCA website ([Feedback - YMCA \(ymcachch.org.nz\)](https://www.ymca.org.nz)).
- If any parents have complaints about the programme the following steps should be taken:
 - The complainant is encouraged to complete a complaint form. If they wish not to, staff must listen carefully to the complaint and document it in detail. This will be passed onto the appropriate Programme Director.
 - The Programme Director will keep the appropriate staff informed of complaints and outcomes.
 - All written complaints will receive a written reply within 7 days of the complaint.
 - In the event that the person who gave the feedback is not satisfied, the response should include information about other possible remedies. This may include lodging a formal complaint with the Y CEO or by lodging a complaint with the Ministry of Social Development (MSD).
 - Where possible, the requests of parents will be incorporated in future programme planning and design.
 - Complaints are recorded and kept on file with the relevant parties each receiving a copy.

Note: Also see the YMCA Christchurch Feedback and Complaints Policy

2.6 Responding to Cultural Issues

All staff on programmes will:

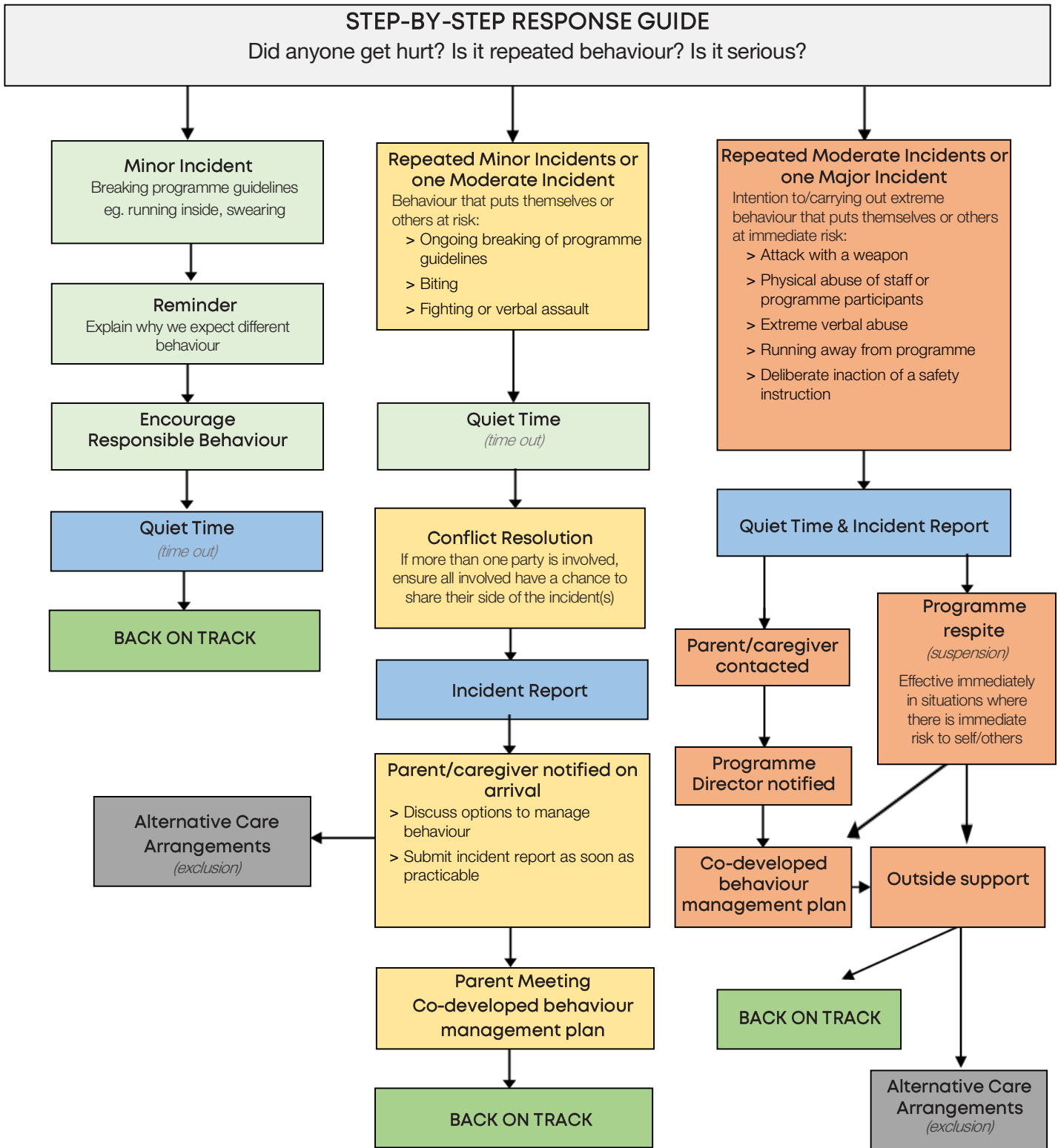
- Have an appreciation and understanding that there are a number of diverse cultural values and practices.
- Model respect for children's cultural identities.
- Value experiences which help maintain cultural identity.
- Be sensitive to cultural differences in body language, behaviour, attitudes, values, communication styles and protocols related to cultural beliefs.
- Allow opportunities for children to share and learn about other cultures

2.7 Behaviour Management

- At all times children will be treated with respect and dignity.
- Staff are trained to use the Y's core values as a way to help children to understand and take responsibility for their actions.
- Staff will use positive reinforcement and role modelling to encourage positive behaviour.
- Limits to behaviour will be clearly expressed in positive terms and reinforced consistently in a developmentally appropriate way.
- Staff will show appreciation for appropriate behaviour and help build on each child's strengths and achievements.
- Children will be given opportunities to move away from stressful situations, and be supported in developing positive strategies for managing their own behaviour.
- Where necessary a few minutes of 'Time Out' may be used. The child will be reminded in positive terms of the expected behaviour before returning to the group or activity.
- If the Team Leader deems it necessary, they may request that the 'Time Out' take place in an area away from the programme.

2.8 Behaviour Incident Management

The following flowchart details how incidents relating to behaviour are dealt with. For a definition of what constitutes a Minor, Moderate or Major Incident please see the Incident column of the *Estimate of Consequence Table (Appendix 1)*.



2.9 Signing In

- Children are not to be left unaccompanied any time prior to sign in.
- The authorised person dropping the child off must sign the child in.
- Parents whose child is 12 years or older may sign a consent form to allow their child to make their own way to and from programmes. This must be presented to the Programme Director or Team Leader at the beginning of the day.
- Only the parent listed on the child's profile may drop off or collect children from programmes. Any changes to this must be advised to the relevant Programme Director.
- If a child arrives late, the Programme Director must be notified and a collective decision will be made by management if the child can be safely transported and signed in to the programme.

2.10 Signing Out

- Children must be collected by the closing time of 5:00pm
- An authorised person who is collecting the child must sign the child out at the programme venue.
- The Team Leader will not release a child to anyone who is not authorised without prior consent.
- If there are custody requirements this must be discussed with the relevant Programme Director.
- Staff must remain with the child/ren until they are collected.

2.11 Children with Special Needs or Disabilities

- Relevant information (including suitable management strategies) will be obtained from parents in addition to what is stated on the child's profile.
- The Programme Director will inform the Team Leader of any relevant details needed to support the child.
- The Team Leader will inform the staff team of relevant details.
- If the child with a disability requires a support person, the parent must ensure one is present. Any extra costs incurred will be at the expense of the family enrolling the child.
- The Y endeavours to provide inclusive programmes. However, where it is deemed that the special needs of the child cannot be catered for then the relevant Programme Director will discuss alternative options with the parent.

2.12 Attendance & Collection of Children

- Sign in starts from 8:30am at programme venues.
- Sign out starts from 3:30pm and finishes at 5:00pm.
- Accurate sign in/out forms for each day of all programmes are kept on record.

2.13 Child not arriving at the Programme

- All children arriving at the programme are required to be signed in and children who are enrolled on a programme and do not show up are marked absent.
- If a parent has not contacted the Y to say their child is absent and the child has not arrived by 10am the following steps will be followed:
 - The relevant Team Leader or Programme Director will contact the child's primary care giver to locate the whereabouts of the child.
 - If the primary caregiver cannot be contacted, the Team Leader or Programme Director will then attempt to contact the child's emergency contacts.
 - If the Team Leader or Programme Director is unable to establish the whereabouts of the child by using the given contact numbers they will inform OSCAR Senior Management and/or contact the Police for advice and support. Staff will initiate a search of the area.

2.14 Late Collection of Children

- Parents who are running late must contact either the Y reception or the relevant Team Leader to advise of their delay 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:
 - The Team Leader will telephone the primary parent.
 - If the above persons are unable to be contacted; the emergency contacts will be called.
 - If none of these can be contacted and the child has not been collected 30 minutes after the programme's closing time, the child will be supervised by staff.
 - The relevant Programme Director will then attempt to contact the child's emergency contacts.
 - If the Programme Director is unable to establish contact with the provided numbers by 6pm, they will inform OSCAR Senior Management and/or contact the Police for advice and support.

2.15 Missing Child

- As soon as a child is found to be missing from the programme; the Team Leader will assemble all staff to confirm the child has not gone home and has failed to have been signed out. Staff will confirm 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; all children will be assembled and asked if anyone has seen the child/ know where they are or where they last saw them. Another search of the area will be completed including asking general public and other people in the vicinity that may have seen the child.
- If the child is still unable to be located, the relevant Programme Director will be notified.
- If the child is not found at this point or within 20 minutes; The Programme Director or OSCAR Senior Management will contact the parent to notify them of the situation and the steps being followed.
- If the search lasts more than 45 minutes, the Police will be contacted on 111 to aid the search.

2.16 "Run-away" Child

As soon as a child is found to have left the programme without approval and their location is unknown, the following steps will be taken:

1. Quickly evaluate the situation:
 - Can the child be talked to, to have them return to the programme?
 - Who would be the best staff member to send after the child?
 - Does sending someone after the child put the other participants at risk?
 - Is the child likely to put themselves or others at risk?
2. If staff is sent to pursue the child they should:
 - Take a mobile phone or a radio.
 - Attempt to talk to the child and encourage them to return.
 - If talking to the child aggravates them, staff should observe from a distance.
 - Contact the relevant Programme Director on the situation and the whereabouts.
 - Stay with/observe the child until an appropriate person has retrieved the child.
 - If at any stage the child puts themselves or others in danger of harm, staff should use the least intrusive intervention required to maintain the safety of the child and staff.
 - At no time should staff put themselves in a position where there is risk of physical harm.
3. If the child doesn't return at this point, the Programme Director will:
 - Contact the parent/caregiver to notify them of the situation and the steps being followed.
 - Request that they come and collect the child.
4. Police will be contacted immediately if:
 - It is believed the child will put themselves or others in danger.
 - Staff are unable to maintain observation of the child until the parent/caregiver can collect the child.
 - The Programme Director is unable to contact the parent.
5. Upon resolving the immediate situation:

- Complete an Incident Report
- Evaluate the process
- Evaluate the cause of the child running away and address any problems which may have led to the child running away.

3 Health and Safety

The Y is committed to providing a safe and healthy environment for all those involved with OSCAR programmes including, children, staff, parents and any visitors.

Further information on Health and Safety at Y Christchurch can be found in the Y Christchurch Safety Management Plan and associated policies and procedures. Parents can view the Y Christchurch Statement on Health and Safety on the Y website.

3.1 Healthy Environment

Smoke-free:

- All Y programmes and premises are smoke-free.

Sun-smart:

- Parents are encouraged to send their children to programmes with their own sunscreen.
- Sunscreen will be applied to children when outside.
- Children will be encouraged to be in the shade when eating/ playing whenever possible.
- Children and staff will be encouraged to wear a hat when outside.
- If children are allergic to the sunscreen provided, it is the responsibility of the parent/caregiver to supply their own sunscreen.

3.2 Equipment and Furnishings

- Children will be taught the correct way to use all equipment in accordance with the manufacturer's recommendations.
- Correct safety clothing should be worn at all times on necessary equipment.
- Equipment will be checked regularly by staff to ensure they are safe, clean and in working order.
- Equipment that needs replacement or maintenance will be presented to the relevant Programme Director.
- Broken or faulty equipment must be labelled to ensure people do not use it.
- If broken or faulty equipment that is unable to be repaired it will be disposed of.

3.3 Risk Assessment – Hazard ID & Risk Registers

- Hazard / safety checks of the venue will be completed by the Team Leader or Programme Director daily and recorded before the programme starts.
- Any hazards identified will be recorded on a Hazard Identification Form and steps will be taken to minimise, isolate or eliminate them.
- All significant risks or hazards which are of immediate danger will be avoided and reported as soon as possible to the relevant Programme Director.
- Risks, hazards and their corresponding controls will be recorded in a Risk Register.
- For activities that have high level of risk an Activity Management Plan (AMP) will be developed. The AMP will record (amongst other things) the specific risks, hazards and controls for that specific activity.
- An activity will not be run if the Risk Register (or AMP if relevant) is not completed.
- Copies will be carried by the Team Leader during the programme.
- Team Leaders are responsible for following the Risk Register and relevant AMP's and ensuring that all staff are informed of the risks in each activity, and what is expected of them to minimise, isolate or eliminate them.

3.4 Accident & Incidents

- All Team Leaders will have a suitable and up to date First Aid Certificate.
- There will be a First Aid kit located at each programme site.
- A First Aid kit must be taken with the group on all offsite activities.
- If any child requires medical attention the relevant Programme Director will be notified.
- An Accident/Incident Form will be filled out for any accident/incident/near miss.
- Parents will receive appropriate and timely notification and feedback around the illness/accident and care provided.
- Accident/Incident Forms will be given to the Programme Director for review within 24 hours.
- The Programme Director will review and pass on information on accidents, incidents and near misses to the Health & Safety Officer and will discuss any incidents that require ongoing investigation.
- Accidents, incidents and near misses will be reviewed and assessed for future prevention or improvement.

3.5 Unwell Children including Sickness and Injury

- If a child is feeling unwell, the child will be made as comfortable as possible and first aid will be administered if required. A staff member will supervise the child.
- The Programme Director will be notified as soon as possible.
- The Programme Director will notify the parent asking for the child to be collected as soon as possible if they are considered too sick remain.
- If parents are not contactable, the emergency contacts will be notified.
- If the child requires medical treatment (including evacuation by ambulance) every effort will be made to contact the child's parent to have this authorised. If contact cannot be made, treatment will be sought in consultation with a registered medical practitioner.
- OSCAR Senior Management will be notified if emergency evacuation or treatment is required.
- Any costs incurred may be passed onto the parent.
- The parent will receive appropriate and timely notification and feedback around the illness/accident and care provided.
- The Programme Director will contact the child's parent/caregiver in a timely manner about their recovery.

3.6 Children with Infectious Diseases

- Refer to procedures in Section 3.5 Unwell Children including Sickness and Injury.
- Staff must maintain a high standard of hygiene at all times.
- Care for the child in a separate area from other children and staff until they are collected.
- Staff must always wear protective gloves when coming in contact with blood, body fluids and vomit.
- Staff must always cover all cuts and abrasions with a band aid or similar dressing.

3.7 Medication

- All medication (except Asthma Inhalers where authorised by a parent) will be handed to the Team Leader for safe keeping.
- Medication will only be administered by staff if the parent has given consent to do so.
- The medication must have the child's name and the required dosage.
- Medication should only be administered by the nominated staff member for consistency.
- Administered medication must be witnessed and verified by another staff member.
- After giving the medication, the nominated staff member will complete the medication record section on the form.
- If children are receiving medication at home but not at the programme, staff should be advised of any possible side effects it may have on the child.

3.8 Emergencies

- Every attempt must be made to ensure children and staff are as safe as is possible and remain calm under extreme conditions.
- A First Aid kit will be taken by the group during any evacuation.
- All emergencies (including Emergency Drills) will be recorded.
- All staff are trained in emergency procedures.
- An emergency drill will take place at the start of every week on the first day of programmes.
- Exit signs are clearly displayed on all exits at all sites.
- If an emergency occurs the Team Leader will take control of the situation by; following Duty of Care and checking the safety of all children and staff, calling 111 (if necessary) and notifying the Programme Director and/or OSCAR Senior Management as soon as possible.

3.9 In all Emergency Events

- Staff will follow instructions as provided by emergency authorities e.g. Civil Defence, Police or Armed Forces.
- All roll call and checks must be completed to ensure all children and staff are accounted for. If a roll call cannot occur, the Team Leader will ensure that all children and staff are accounted for using alternative methods.
- At the earliest possible convenience, contact will be made with the Programme Director to advise of the whereabouts and status of the group and receive further instructions.
- If it is deemed safer that the programme site is evacuated, a clear note must be left on the door advising where the group have gone so that authorities may follow up if required.
- Staff will reassure children and follow further directions as given by the Programme Director.
- A message will be sent to parents explaining where the child's programme is and what the plan is.
- All programmes will return to their base site if safe to do so.
- If parents are not able to collect children then staff will remain with them until someone is able to come and collect the child/ren.

3.10 Earthquake

- The DROP, COVER, HOLD policy will be adopted and maintained until it is safe to move.
- Staff and children should not run outside or stand near large windows.
- Staff should assist children to seek cover in areas such as an interior wall or under a sturdy table.
- Staff and children should go no more than a few steps to seek cover.
- If the group is in a vehicle, it should be pulled over to the side of the road and the group should wait within the vehicle until the earthquake stops.
- If the group is near a coast line they should drop, cover and hold, then move immediately to higher ground when the shaking has stopped.
- Once the earthquake has stopped, staff will gather the children and ensure they are taken to a safe area. The Programme Director will be notified.
- Injuries of people will be assessed and dealt with.
- If it is a major earthquake staff will make every effort to account for all children at the programme.
- Staff should be prepared for aftershocks and reassure children.
- Groups should stay out of damaged buildings or away from unstable items e.g. trees.

3.11 Fire

- The location of the fire alarms and extinguishers will be identified and communicated by the Team Leader to the staff on the first day of the programme.
- If the alarm sounds evacuate using the nearest FIRE EXIT.

- Fire Evacuation Procedure:
 - Upon instruction the building should be evacuated immediately.
 - ENSURE THE GROUP WALKS – DO NOT RUN
 - Ensure children do not attempt to pass others along the route.
 - Staff should close all doors behind them.
 - Proceed to the designated assembly point.
 - A staff member will call the fire brigade.

3.12 Other Emergency Events

High winds, hurricanes or tornados:

- Staff will ensure all children are taken indoors and seek refuge in an area with minimum windows and remain in that area authorities have given an all clear
- Avoid any exposed power lines and remain aware of gas leaks.

Tsunami:

- If the group is on or near a beach or river when an earthquake strikes, move inland as soon as possible to at least 1km or 40 metres above sea level.

Flood:

- Raise all chemicals from floor level, disconnect electrical items and turn off any electricity or gas at the main.
- Avoid all flooded areas.
- If outdoors, attempt to make it to high ground.

Animals on Premises:

- No animals are permitted on Y programme premises without the consent of the relevant Programme Director.
- If a dangerous animal enters a Y programme venue, the children will be assembled together with staff around the periphery until the animal leaves.
- If the animal does not go away, Animal Control/Police will be called.

Lockdown:

- If the Y is placed in lock down we will follow the advice of the Police or civil defence. Children will be held together at the specific site that they are located at the time and the Programme Director or OSCAR Senior Management will contact parents and keep them updated throughout the lock down.
- Children will be released to their parents when they are collected, however if parents are unable to collect the child/ren a staff member will remain with them until someone is able to come and collect the child/ren.

4 Child Protection

Further information on Child Protection at YMCA Christchurch can be found in the YMCA Christchurch Safeguarding Children, Young People and Vulnerable Adults policy and procedure document. Parents can also refer to the commitment statement at [Safeguarding Children - Y Christchurch \(ymcachch.org.nz\)](https://ymcachch.org.nz).

4.1 Duty of Care

The Y will fulfil its duty of care, in part, by taking reasonable steps to ensure that activities are conducted in a reasonable, safe and informed manner.

Our duty of care is to not act in a manner that may cause foreseeable harm to another person or their property.

4.2 Prevention & Early Intervention

- The Y recognises that the safety of the child is paramount when any decision or action is taken regarding suspected abuse.
- The Y 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 planning of the programme, care will be taken to ensure that children will not be left alone/unobserved in a 1:1 situation with a staff member.
- During the programme, staff will be aware of where children are and what they are doing at all times.
- 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. The confidentiality of all parties will be honoured.
- The Team Leader will ensure that all suspicions, observations or incidents are recorded. The Programme Director will be notified and will review these records.

4.3 Reporting Concerns to a Statutory Agency

Where incidents of abuse are observed or suspected or disclosed by a child, staff will follow these steps:

- If the child is in immediate danger then the contact the Police – Dial 111.
- Listen to the child or young person and reassure them they did the right thing.
- Ask permission to involve another member of staff who can witness and offer support.
- Advise the child that what they tell staff cannot be kept a secret – but that the Y will help to ensure they are kept safe.
- Ask them to tell the story, without asking lots of questions (i.e. TED).
- Information disclosed by a child or young person will be accurately recorded. Any concerns or observations about the safety of a child or young person should also be documented.
- Staff will consult with Y management before making a decision.
- Y Management will consult Oranga Tamariki or Police for further advice.
- Y Management will arrange professional support for staff.

4.4 Reporting Suspicions & Allegations against a Staff Member

- Where it is suspected that child abuse has been perpetrated by a staff member or other person assisting with the programme, OSCAR Senior Management, and/or the CEO will be notified immediately.
- The staff member will be stood down until either cleared of the allegation or further action is taken.
- Staff will be advised of their rights to seek independent legal advice.
- Staff will be supported and treated in a manner that allows them to feel safe to raise concerns in a positive safety culture.
- Privacy rights and confidentiality for staff and participants will be maintained.

5 Supervision

5.1 Adequate Supervision

Policy

- 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.
- All staff counted towards supervision ratios must be 16 years of age or over.
- Staff, Volunteers and Children aged 16 and under will be actively supervised by a person over the age of 16 at all times.
- Minimum Ratios are:
 - Onsite – 1:10 (Staff: Child)
 - Offsite – 1:8
 - Water – 1:5
- Certain situations require a higher staffing requirement than the minimum ratios such as; activities around water, attendance at the programme by a child with special needs.
- Some high-risk activities may require staff with specialist experiences or qualifications.
- Acceptable ratios for such activities must be determined as part of the risk assessment process prior to the activity taking place and be in line with current industry practice.

Procedures

- Roll Call: A roll call will be generated through VenueLife. When calling children's names, staff will insure that they have laid eyes on each individual child. It is recommended that another staff member also looks at each child as their name is said.
- Head Count: Each individual child in the group will be counted while they are seated. It is recommended to have two staff counting to ensure they have reached the same number.
- Buddy System: The buddy system will be used at certain activities when children may have a bigger area to explore during an activity. Each child will be paired with another member of the group (up to groups of 3). They are to stay together during the activity in order to ensure everyone is accounted for.
- Small Group System: The small group system will be used in certain activities when there is a bigger activity area to explore. A leader will be placed with a group of children and they are expected to stay with them for the entirety of the activity.

5.2 Overnight Stays

Note: the section refers to overnight stays conducted by Christchurch based programmes. Procedures for the Wainui Park based programme (YCamp) are found in the *Wainui Park YCamp P&P*.

- The Team Leader will be in attendance for the entire duration of the overnight stay.
- Appropriate risk and hazard management will be completed for all overnight stays.
- There will separate sleeping areas for both males and females (this can be in the form of tents or cabins). Where this is not possible, females and males will be in separate areas of a space or room. Female staff will sleep in the area of female children and male leaders will sleep in the area of male children.
- All children will be aware of the staff's location at all times. They will be able to contact them in case of emergency, sickness or other needs.

The Team Leader will have communication devices that are able to contact the Programme Director and Emergency Services if required.

6 Management

6.1 Effective Process to Support, Manage & Train Staff

Management and Support of Staff:

- All staff will receive formative feedback during the programme. This includes peer feedback and well as feedback from the Programme Director. This can be verbal or written.
- All Volunteer Leaders will receive written feedback at the completion of the programme from Team Leaders. This is kept on the individual's staff file.

As part of the appraisal system, the Y has a Leadership Pathway to encourage youth development.

7 Financial Management

7.1 Sundry Programme Costs

- All Team Leaders must make every effort to plan their programme activities prior to start of programmes.
- All purchases that are required for the running of holiday programmes must be communicated to the relevant Programme Director for approval of purchase via debit card or on Y accounts.

8 Definitions

Y Christchurch or **the Y** refers to the Young Men's Christian Association of Christchurch (Inc) Charitable Trust, the organisation these policies are written for.

Staff includes anyone that is involved in the delivery of services for Y Christchurch. This includes employees, volunteers, Board members, caregivers and contractors.

Volunteer refers to a person working under the direction of Y Christchurch but receiving no remuneration. This can include volunteers delivering services, members of governance, and management committees.

OSCAR Senior Management refers to the Y Christchurch Senior Managers who have responsibility for oversight of OSCAR programmes ie Recreation and Wellbeing Manger for city-based programmes and the Outdoors Manager for Wainui Park based programmes.

Programme Director refers to the staff member that is responsible for operational management of OSCAR programmes. There are two Programme Directors; one for city-based programmes and the other for Wainui Park based programmes.

Team Leader refers to the staff member(s) responsible for running a single programme or group.

Volunteer Leader refers to the staff member(s) that assists the Team Leader(s) in running a single programme or group.

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.

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.

Oranga Tamariki the agency responsible for investigating and responding to suspected abuse and neglect and for providing a statutory response to children found to need of care and protection.

OSCAR stands for Out of School Care and Recreation.

Near Miss is an incident that could have caused serious harm.

9 Related Documents

9.1 Y Christchurch Documents

- YMCA Christchurch Personnel Policies and Procedures Manual (PPPM)
- YMCA Christchurch Safeguarding Children, Young People and Vulnerable Adults Policies and Procedures Manual
- YMCA Christchurch Safety Management System (as set out in the YMCA Christchurch Safety Management Plan)
- Feedback and Complaints Policy
- Privacy Policy

9.2 Legislation

- Oranga Tamariki Act 1989
- Children's Act 2014
- Children's (Requirements for Safety Checks of Children's Workers) Regulations 2015
- Employment Relations Act 2000
- Health and Safety at Work Act 2015
- Human Rights Act 1993
- Privacy Act 2020

9.3 Standards and Codes of Practice

- MSD Level 3 Social Sector Accreditation Standard
- MSD Specialist Accreditation Standard OSCAR Programmes
- MSD Specialist Accreditation Standard Outdoor Pursuits and Camp Programmes
- United Nations Rights of the Child 1989

9.4 Other

- NA

10 Document Control

10.1 Policy Owner

- Health and Safety Officer

10.2 Parent Policy

- NA

10.3 Date of Implementation

- March 2023

10.4 Review Date

- March 2024

10.5 Document Control Procedure

This document is considered a 'living document' and as such, regardless of the review date, this document remains relevant until such time as a new version is produced or it is retired.

Documents will be identified by a header and footer that states the version number and total number of pages within the document.

Any previous versions or copies will be removed from circulation if obsolete or marked clearly that they are not current. Archived copies and other safety-related records will be kept for seven years and archived accordingly.

Once printed, documents are uncontrolled.

10.6 Version Table

Version	Amendments made	Approved by	Date
1.0	<ul style="list-style-type: none"> • Converted to YMCA Christchurch Policy Template • Updated some definitions to be consistent across different policies • Updated behavioural management section • Added behavioural management flowchart • Added emergency procedure • Added Appendix 1 • General edit 	Josie Ogden Schroeder	Mar 2020
1.1	<ul style="list-style-type: none"> • General edit • Changed role names and removed some roles to represent the current staffing structure for Holiday Programmes • Updated Section 5.1 to include more detailed procedures • Changed Section 1.7 to remove reference to staff been given YMCA phones • Updated Section 2.13 to change the point at which a search is undertaken 	Lydia Kennedy	Jun 2022
1.2	<ul style="list-style-type: none"> • Converted to the Y Christchurch template format • General edit • Updated definitions to reflect branding changes and also changes to staff hierarchy • Updated Section 1.6 to reflect the procedure relates to public toilets and toilets away from the programme site • Updated Section 2.1 to reflect how information can be accessed by parents/caregivers • Updated Section 2.2 Enrolment Practices to reflect change in enrolment software system • Updated Section 5.1 Adequate Supervision to reflect change in enrolment software system 	Crispian Hills	Mar 2023

11 Appendices

11.1 Appendix 1: Table of Consequences

Level	Descriptor	Impact on Participation/Work	Injury	Illness	Social / Psychological Damage	Incident	Environmental Damage
1	Insignificant	Minor/short term impact that does not affect work or participation	Minimal or no injury: Splinters, insect bites, stings, minor sunburn, scrapes, bruises, minor cuts	Minor cold or infection, mild allergy	Temporary stress or embarrassment	Minor behavioural event e.g. participant calling another participant a silly name – careless rather than malicious. Minor cost	Minor damage that will quickly recover
2	Minor	Short term impact that affects participation / work for that day or session	Minor first aid required: Blisters, minor sprain, minor dislocations, heat/cold stress	Minor asthma, cold, upset stomach	Stressed beyond normal comfort level	Minor behavioural event, malicious and has caused a little distress to another person. Careless regard for YMCA values or rules. Damage to a value of \$100	Plant damage, scorched campsite etc.
3	Moderate	Medium impact that affects participation / work for less than a month	Medical treatment required: Moderate Lacerations or burns, minor fractures, sprains and hyperextensions	Flu, food / hygiene related diarrhoea / vomiting	Distressed, may require on site counselling. Does not want to participate again	Moderate behavioural event – repeated malicious / moderate bullying / causing ongoing distress to another person. Damage to a value of \$1,000	Plant life destroyed in sensitive area, toileting close to water course etc.
4	Major	Major impact that affects participation or work for a month or more	Serious Harm: Serious head injury, amputation, a serious eye injury, a serious burn, a spinal injury, the loss of a bodily function.	Any illness that requires, or would usually require, the person to be admitted to a hospital for treatment	Professional counselling or therapy required	Malicious and deliberate behaviour causing harm. Damage to a value of \$10,000	Fire, pollution etc. resulting in the destruction of small area of the environment.
5	Catastrophic	Life changing effect on staff or participants	Fatality: Single or multiple fatality	Single or multiple fatality	Suicide resulting from incident	Demonstrating intent or attempting to cause fatal harm. Damage to a value of \$100,000	Fire, pollution etc. resulting in the destruction of a large area of the environment.