



LITTLE SCIENTISTS POLICIES & PROCEDURES



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Programme Philosophy

Little Scientists is a science based holiday programme. It is a safe, organised, fun and quality programme. Little scientists caters for children of different ages, genders and cultural backgrounds while meeting individuals needs and interests.

The safety and wellbeing of the children is the paramount consideration for the duration of our programme.

Staff are carefully selected to meet the high standards of our programme, set by our programme director. Staff are pivotal in the planning process.

Little scientists staff are valued and therefore, will endeavour to provide a thriving work environment, which meets all staffing requirements.

The policies will be reviewed annually by all staff.

Programme Environment

Little Scientists promises to provide a safe, varied and stimulating programme that meets the emotional, intellectual and physical needs of the children.

It is an environment where the wellbeing of the children attending is paramount. It is a safe, positive and child focused environment, ensuring that all children as well as their families feel welcome and included and valued as individuals.

Program content

Program planning will take place over the 10 weeks leading up to each holiday. We will ensure a diverse range of activities are scheduled for each day, to ensure children have exposure to all types of science.

Holiday care

Holiday care will include 5 onsite days per holidays where practical. The summer holidays will have 2-3 weeks of the programme.

The programme will cover a wide range of science experiments and activities that meet the children's needs.

Little scientists will encourage all children to participate but however will fully supervise children not participating.

All equipment will be age appropriate.

Food

Parents are required to brief staff regard any food allergies/Intolerances or nutritional requirements their child may have.

Children will be reminded to wash and dry hands before they eat, after using the toilet and playing outside etc. Staff follow basic food safety practices such as handling and storage etc. Staff will be informed of allergies and an allergy list will be displayed for all staff.

Space

Adequate space will be provided that allows all children to engage in experiments and activities that are noisy and messy as well as space for calm and quiet activities.

Break away spaces will be available with a covered outdoor space to ensure the continuation of the programme delivery in the event of weather conditions preventing outdoor play and activities.

Daily hazard identification checks will be carried out to ensure that all areas continue to be safe.

A quiet area, suitable for free time, will be available if a child wishes to remove themselves from the programme. This area will be suitably supervised.

Programme Operation Policy

Program Hours

The holiday programme will run from 9.00am to 3.00pm, Monday to Friday during the school holidays

Enrolment

All families must complete an enrolment form for each child attending all programmes to secure a place in the programme.

Each form must be signed by a parent or guardian before they can participate in the programme.

The enrolment form must include:

- Child's name, address and home phone number
- Parent's name/s, address and all daytime phone numbers
- Names and contact details of two emergency contacts
- Any health or medical conditions and what treatment is required
- Other information necessary to provide proper care
- Days and times on which child will be attending
- Photo approval

Any changes to the above details must be notified as soon as possible to the programme supervisors, to ensure safety of all children. These details can include custody or pick up arrangements. These need to be notified to the supervisors immediately to allow for safe practices.

Parents are expected to contact the programme directly if there are any changes to booked hours, or for casual bookings. An enrolment form is required prior to casual bookings.

All children enrolled will be sent a confirmation of enrolment and receipt/invoice each week.

Drop Off and Pickup

The following steps will be taken if a child is not signed in during the morning session and/or does not arrive at the programme.

- Parents will be telephoned

- If parents are unavailable, emergency contacts will be telephoned
- If, after a reasonable time to allow for unforeseen circumstances by the parents, local police will be contacted by the Programme Director.

The following steps will be taken if a child is not collected at the end of the programme:

- Little Scientists staff members will stay with the child at all times and exercise duty of care, and continue this obligation until the parent/caregiver collects the child.
- Parents and emergency contacts will be contacted
- If there has been no contact with the parents within one hour of the programme closing, the child will be taken to the nearest police station by the Programme Director. A note will be left at the centre indicating where the child has been taken.

Staff will not release a child to a person who is not identified on the enrolment form. If an unauthorized person comes to collect the child, parents will be contacted for authorization. If contact cannot be made with parents we will not release the child until communication has been made with us. Applicable fees may apply if child stays past booked times

No children will leave the programme unaccompanied, unless a leave request permission form has been received and signed by the parent or guardian.

All staff will undertake to ensure that every child is signed out by their parent/caregiver before leaving the programme.

Holiday care

Fees for holiday programmes are due at the time of enrolment.

All enrolments must be submitted on a Little Scientists holiday enrolment form. Changes to existing bookings can be accepted by email or telephone.

Little Scientists Holiday Care has a no refund policy, staff are employed and staffed based on the number of children enrolled. If less than five days' notice is given i.e. on the day, parents may choose to swap the absent day to another day in the same holiday period, providing space for extra children is available on that day.

Complaints

Little Scientists has a complaints procedure. It will be available on the premises.

This information will include contact details for Child, Youth and Family Approvals Team Leader and the Department of Labour, should parents wish to report a serious concern.

In general, if any parents have complaints about the programme or staff members, they should:

- Approach the programme director Jess Singh who will attempt to rectify the situation
- Further complaints must be made in writing on a Little Scientists complaint form and must contain details of the grievance and desired outcomes.
- The programme director will respond to the complaint within 3 days. Where possible, a mutually agreeable outcome will be sought

The programme supervisors will keep the programme director informed of any verbal complaints received.

Wherever possible, the requests of parents will be incorporated in programme planning and design.

Confidentiality

The programme will ensure staff and child confidentiality. At all times the programme will comply with the requirements of the Privacy Act 1993.

All information collected on forms, such as enrolment and staff information, shall not be shared except with the owner's permission or as required by legislation, for example Health and Safety Act. All files holding confidential information will be suitably secured and kept away from the access of unauthorized persons.

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

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

Children with special needs

Little Scientists is an inclusive programme. No child will be excluded from the programme, provided the child's needs' can be catered for without negatively affecting the experience or safety of the other children and staff. Little Scientists will also endeavour to ensure that the child will benefit from being at the programme.

Full information about the child's requirements, including medication, diet and supervision, must be obtained from the parents and included with the child's enrolment form. It is the programme director's responsibility to ensure that all staff and volunteers are fully aware of the child's requirements and that they feel confident to provide the necessary care.

All children's needs' will be assessed in a non-discriminatory way. If any concerns are identified regarding individual needs, a meeting with parents will be arranged and any appropriate support measures will be put into place.

All incidents' regarding safety issues and unacceptable social behaviour of all children must be documented in an Incident Report. Any final decision on any child continuing in the programme

rests with the Programme Director and every effort will be made to include the child within the parameters of the resources and safety procedures of the programme.

Cultural awareness

Little Scientists will endeavour to identify and meet any cultural needs of children enrolled in the programme. Identification of cultural needs and requirements will be collected via the enrolment form, prior to children starting with Little Scientists.

Any information around cultural and religious requirements and also any food requirements will be catered for on the enrolment forms.

This information will then be communicated to all relevant staff prior to the child starting the programme.

Programme Supervision Policy

Little Scientists will operate to strict supervision guidelines ensuring the safety and well-being of children at all times.

- There will be a minimum of three staff involved in the supervision of children attending the programme
- Children will be within sight and sound of a staff member at all times.
- Little Scientists will not employ staff under the age of 16.
- At least one person, commonly the Programme Director, over the age of 20 will be on site at all times. This person is responsible for the overall supervision of staff and children.
- To ensure that all children are within sight and sound of staff member at all times, boundaries will be set at the beginning of the programme. Staff supervising specific areas will be aware of where children are at all times.
- Children will be allowed in specific areas at the discretion of the staff. If safety factors prevent staff from adequately supervising a particular area, this area will be off limits until it can meet supervision requirements.
- The overall boundaries of the programme will be explained at the beginning of each day.

All staff will be active in their supervision. They will interact and encourage children, and ensure all children can be seen at all times. The boundaries of specific areas will be explained to children before the activity begins.

Staff will be rostered according to the numbers enrolled and the days planned activity.

- The staff: child ratio will be 1:10

If a staff member is required to leave their assigned area, they must ensure another staff member has taken their place.

No staff member, at any time, is permitted to be alone with an individual child.

All staff will assist, to ensure that attendance records are completed by parents/caregivers at the beginning and the end of each day.

All staff, particularly those on duty at reception, are responsible for ensuring all parents adhere to this.

During an emergency evacuation, the Supervisor, or another staff member if the Supervisor is unavailable, will take the sign in/out sheet and complete a full roll call at the evacuation point.

[Sign in/out Sheets](#)

All parents/guardians must sign their child/ren in and out each day on the Sign In/Out sheets provided.

It is a Ministry of Social Development requirement that all children are to be signed in & out by a caregiver at all times. There are no exceptions to this requirement.

All staff, particularly those on duty at reception, are responsible for ensuring all parents adhere to this.

During an emergency evacuation, the Supervisor, or another staff member if the Supervisor is unavailable, will take the sign in/out sheet and complete a full roll call at the evacuation point.

Missing Children

Formal attendance checks will be made regularly and often during the day.

If a child is found to be missing the following procedure will be followed:

- Staff will conduct a thorough search
- The programme director will be informed as soon as possible
- Parents will be contacted
- If necessary the police will be contacted

Health and Safety Policy

Little Scientists will ensure that all staff are adequately trained in Health and Safety procedures and that staff comply with all relevant health and safety legislation including OSH requirements.

Safety Checks

For the safety and enjoyment of children at the programme, programme management will ensure that staff conduct daily hazard identification and safety checks of the venue and programme environment.

A staff member will check the programme environment at the beginning of each day, using the Daily Venue and Hazard Check form.

The supervisor will collect and return to management for filing. Programme management will regularly review these records at least twice per year.

Hazard Identification

Any hazards which may cause injury or harm will be identified, including the venue, equipment and regular activities. These will be evaluated to assess their significance and will be managed by minimising, isolating, or eliminating.

All hazards will be recorded on a Hazard Identification Sheet and will be monitored by the programme director on a regular basis.

All staff will be trained in identifying potential hazards, and will be made aware that these must be reported to the programme director for documentation and follow up.

First Aid Kits

A first aid kit will be kept on site. Kits are checked before each term. These checklists will be handed to programme management to order and supply any missing or used equipment.

A First Aid Check will be completed by the programme director, at the end of each programme to replace any general first aid items for the following programme e.g. plasters, savlon etc.

One currently qualified first aid person will be on site at all times.

Risk Assessment

It is the responsibility of the programme director to ensure RAMS forms are completed prior to the commencement of each programme. It is expected that all paid programme staff will assist in some RAMS processes.

RAMS forms will be filed and available for programme staff whenever the relevant activities are carried out.

Accidents and Incidents

In the event of any accident the following procedure will be followed:

- Staff will immediately inform the programme director
- Appropriate first aid will be administered
- If a child needs urgent medical attention, parents will be contacted. If they cannot get to the programme they can give staff permission to take their child to the closest medical centre.
- If parents or alternative contacts are unavailable the child will be taken to the nearest available medical facility.
- If serious injury occurs, parents will be notified and an ambulance called. If it is not possible to call an ambulance and the need is urgent, then children may be transported in a private vehicle with a fully licensed driver, in a vehicle holding a current registration and W.O.F.
- If the situation is urgent, the supervisor will take necessary actions and inform parents and the programme director as soon as it is possible.

All accidents and incidents will be recorded using Accident/Incident Forms.

Minor injuries will be recorded by staff and parents notified at the end of the day.

For injuries requiring medical attention, or when a more serious injury is suspected (e.g. a head injury) a complete accident report will be filled out which the parent must sign.

Smoke - Free

All venues used by Little Scientists are smoke free.

Toilet facilities

Children will use toilet blocks accessible in the building.

Toileting facilities must be included in RAMS forms.

Cleaning

The Supervisor will ensure that regular cleaning of the venue is carried out each day by all staff on a roster basis.

They will ensure that all parts of the centre are kept clean and free of rubbish.

This plan includes:

DAILY

- Emptying rubbish
- Wiping kitchen benches and surfaces where food is prepared
- Washing kitchen cloths and tea towels regularly
- Toilets must be checked during the day and any rubbish must be disposed of
- Safety cleaning equipment will be made available to all staff, including gloves

WEEKLY

- Cleaning fridge and any areas where food is stored
- Resource cupboard clean
- Full toilet and mop of floors

All cleaning products will be stored out of the immediate reach of children.

If children are allowed to assist with tidying and cleaning, this must be carried out under adult supervision.

No child will use cleaning products.

Animals

Children are not permitted to bring animals to the programme, unless prior arrangement has been made with the programme director. In this case, all animals must be caged, where possible, and must be clean and disease free.

Any animals encountered as part of the programme, must be reasonably contained and responded to by the children in a manner that ensures the safety of the children. This is the responsibility of the staff.

Sun Safety

The Cancer Society advised that the most dangerous time for sunburn coincides with summer daylight saving. So this policy will apply to those months of the year.

The staff will follow the recommendations of the Cancer Society to protect children from harmful UV rays. All staff are required to read the attached policy outlined above.

When enrolling children parents are expected to notify staff if their children have any allergy to sunscreen. The programme will use its own sunscreen. Parents may provide their own sunscreen if they wish to do so.

The centre will provide sunscreen and this is to be applied to all children when they are going outside. Staff will encourage older children to apply their own sunscreen and will supervise all children to ensure it is applied correctly.

Parents will be asked to provide a hat for their child and the child will be required to wear it when they are outside. Parents are advised to sunscreen their children before attending the programme during the summer months.

The programme will be organised to minimise time spent in the sun during lowest burn-time periods, as advised by Cancer Society.

Staff will act as role models by staying covered up and wearing hats.

Children will be encouraged to play in the shade, particularly when they do not have hats

Parents must provide appropriate sun-coverage clothing for swimming and beach trips such as suitable t-shirts, sun suits etc.

Children will not be allowed to participate in such activities without suitable clothing.

Health and Wellbeing Policy

In order to have a fun and stimulating programme, it is important to safeguard the health and wellbeing of children, staff and others in the programme.

All staff of Little Scientists will respond appropriately when illness or medical issues arise at the programme.

General

Staff must be fit for work – see Code of Conduct

Children who are unwell may not attend the programme

Information about children's medical conditions/allergies is collected on enrolment and all staff are made aware of these

Little Scientists has made available details of the nearest medical emergency centre and its location, hours and contact details are easily accessible for staff.

Management will ensure staff are kept informed about any medical warnings in the community.

Little Scientists is part of Civil Defence Red Cross New Zealand, where we receive information regarding weather and natural disasters, warnings or events currently occurring in the Northland and Auckland area.

Little Scientists will also have an emergency civil defence kit set up at each programme in case of a disaster.

Food and Handling

Staff and children will wash hands before any food handling.

Children will be reminded of hand-washing after using the toilets, before eating etc.

Unwell Children

If a child becomes ill during the day they will be made comfortable in the quiet time area. Parents will be notified and expected to collect the child as soon as possible.

If staff are concerned about the health of a child and feel the matter is urgent they will first ring the parent, then if the parent cannot be contacted they will ring the emergency contacts.

- If necessary the children will be moved (possibly by private vehicle) to the nearest medical facility and a staff member will remain with the child while parents are notified.
- If it is not safe or appropriate to move the child, an ambulance will be called with any costs incurred being the responsibility of the parent.

Medicines

If a child is to be administered medication at the programme, parents must confirm details of the medication in writing on the Medicine Consent form including when and how to use it.

- In the case of any medication the child will administer themselves, parents must specify this.
- Staff will ensure that all medicines are stored safely including those children who are allowed to self-administer e.g. asthma inhalers.
- Any medication such as epipens should be advised on the enrolments form and medication forms are still required to be filled in.
- There will be no risk of medicines being mixed up or tampered with by others as the medication will be stored away.
- All medication will be labelled with medication labels containing the child's name, dosage, time and signature from the parent.
- Staff will keep a record of all medication given and parents are required to check and sign this when and if medication is taken.
- All medical records kept by the programme are strictly confidential.
- Staff will only administer medicines in accordance with the written dosage.

Community Wellbeing

Little Scientists has limits to confidentiality.

Information acquired regarding any at risk situation about a child or associated community member will be reported.

Staff will report these at-risk situations using the appropriate form and inform the programmes director immediately.

Any situation deemed to be involving the risk of a child or community member will be reported to any and all appropriate authorities.

Child Protection Policy

Maintaining the well-being and safety of children and young people is a paramount goal of Little Scientists. This includes the prevention of child abuse.

The interest and welfare of the child or young person will be the primary consideration when any action is taken about suspected abuse. Little Scientists supports the roles of statutory agencies (the Police and the Ministry for Vulnerable Children, Oranga Tamariki in the investigation of abuse and will report cases of suspected abuse to these agencies according to the process outlined below.

Little Scientists will maintain a good working relationship with the statutory agencies and be familiar with the laws which serve to protect children and young persons from abuse. We will consult with these and other agencies which have specialist knowledge to help protect children from abuse. Staff will not assume responsibility beyond the level of their experience and training.

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

It also provides guidelines for staff to help minimise the risk that they may be subject to an allegation of abusive behaviour.

Definition of Child Abuse

"Any act by which an individual, institution or society as a whole that interferes with the well-being of a child or young person and deprives that child or young person of his or her rights".

There are five types of child abuse:

- Sexual abuse occurs when someone uses his or her power over the child, or takes advantage of the child's trust and respect, to involve the child in sexual activity.
- Physical abuse is non-accidental injury by somebody and also includes abusive administration of drugs or alcohol to a child.
- Emotional abuse is when a child's self-esteem is attacked by somebody to coerce the child into doing what the abuser wants them to do.

- Neglect is a denial of the basic needs/ rights of nurturing, food and shelter, so that the child fails to thrive. It must be seen as a form of child abuse.
- Family violence may be witnessed or experienced by children and involve physical, sexual and emotional abuse.

Training

Little Scientists is committed to maintaining and increasing staff awareness of how to prevent, recognise and respond to abuse through appropriate training. As part of their induction, new staff will be made aware of the programme policy on child abuse.

Responding to Child Abuse

Little Scientists will act on recommendations made by statutory agencies concerning the official reporting of suspected abuse and on consulting with families.

Staff will respond to suspected child abuse or any concerning behaviour by writing down observations, impressions and communications in a confidential register.

This will be kept separate from programme diaries, day books, communication books and enrolment information etc.

Information volunteered by a child should be fully and accurately recorded on a suspected child abuse form.

No child should be interviewed or in any way questioned about the suspected abuse, particularly sexual abuse.

No staff member will act alone about suspected child abuse but will consult with the programme director.

Where staff and programme management suspect child abuse has occurred and a child is unsafe, programme management is committed to promptly reporting the matter to the Ministry for Vulnerable Children, Oranga Tamariki.

Staff involved in cases of suspected child abuse are entitled to have support.

The programme will maintain knowledge of such individuals, agencies and organisations in the community that provide support.

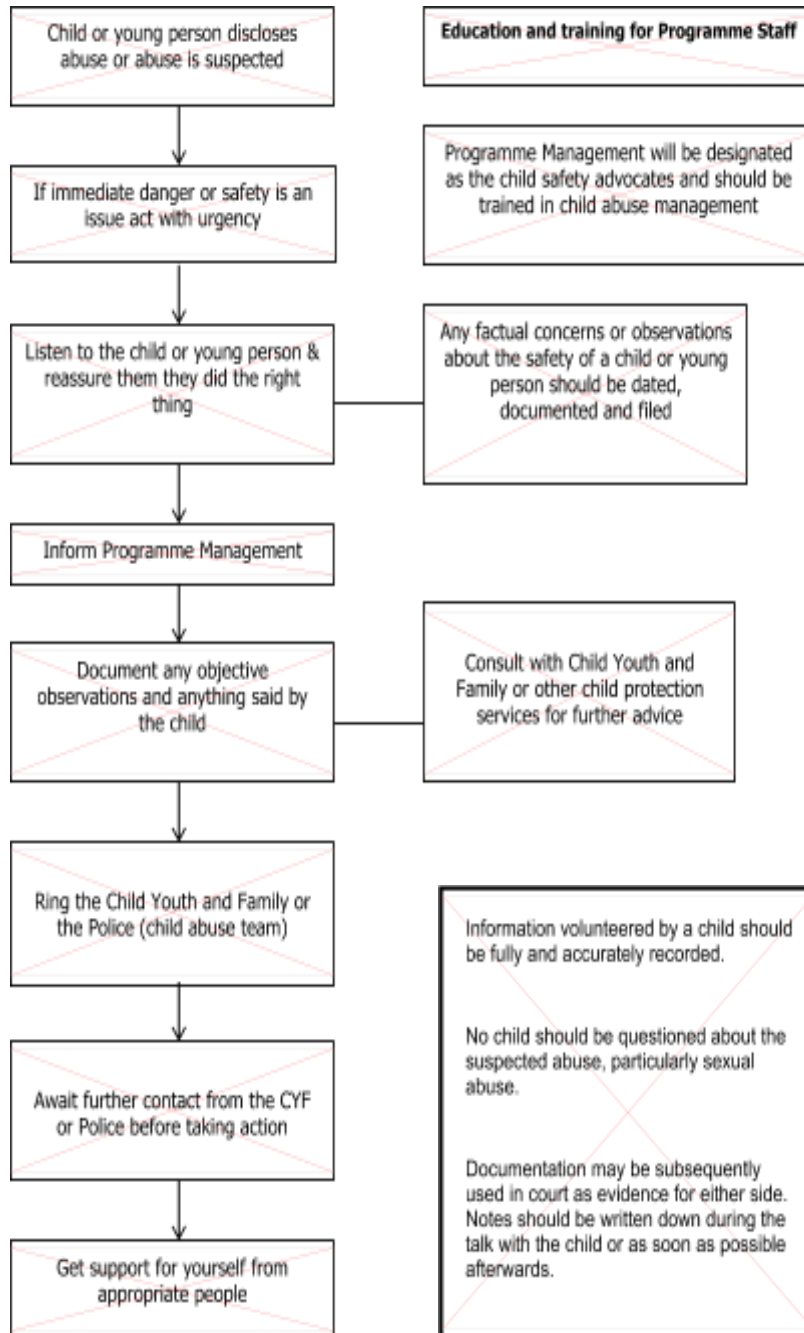
Custody Arrangements

Parents and caregivers MUST advise Little Scientists of any informal and formal custody arrangements which exclude one or other parents, family members or caregivers having access or limited access to children including any changes to those arrangements.

Custody arrangements or changes with children must be notified to the Little Scientists office programme director as soon as they become active.

If custody is due to court arrangements these forms need to be provided to Little Scientists as soon as possible.

Response to Suspicions or Disclosure of Child Abuse



Peer Abuse

Little Scientists will ensure that the safety of the child or young person is paramount and no form of physical, sexual or verbal harassment or violence from peers will be sanctioned or minimised in any way.

While the situation is being evaluated, the children or young persons' concerned will be separated. It is essential to reduce further emotional trauma for the victims who may be fearful and distressed if they are in contact with possible abusers.

In some cases where the abuse has occurred at the programme immediate suspension may be appropriate, as outlined in the behaviour management policy.

Little Scientists will make every effort to keep specific and identifying information as private as possible. Nothing will be passed onto the media from Little Scientists and parents will be asked to keep information as private as possible.

When an abusive child is enrolled at the programme there will be communication with the management and staff about risks involved. Co-operation of the family will be sought in doing this.

Supervision Guidelines

To minimise the risk of actual or alleged abuse in the programme these guidelines are in place.

- All staff should examine the opportunities or possible situations there are for staff to be alone with children. This should be avoided wherever possible. If you are alone use extremely careful judgment.
- Wherever possible an open door policy for all spaces should be used (i.e. not possible for toilets).
- Staff should be aware of where all children are at all times and check to ensure what they are doing is appropriate.
- Be aware of situations where children are out of sight together (dens, play huts etc.) and supervise accordingly.
- Visitors to the centre should be monitored at all times by programme staff.
- All volunteers and outside instructors should be monitored by the paid programme staff.
- Unless requested by children or parents there is no need to assist school aged children with toileting. If the situation arises, ensure that other staff know you are toileting a child/young person, and that parents are informed.
- Where a child or young person requires assistance, e.g. intellectually or physically disabled, if possible involve the parents/caregivers and outside agencies (such as Group Special Education, Ministry of Education) to assist. If this assistance is not available, ensure that the staff members are aware of the appropriate procedures when giving assistance.
- Staff should avoid transporting a child or young person on their own at all times, unless an emergency requires it.

- Except in an emergency, children and young people are not to be taken from the programme without written parental consent.

Allegations of Abuse Against a Staff Member

Where it is suspected that the child abuse has been perpetrated by a staff member or other person assisting with the programme, the matter must be reported promptly to the programme director.

Under no circumstances should the child making the allegation be exposed to unnecessary risk.

This may require programme management to contemplate the removal of the employee from the programme environment subject to the requirements of the applicable employment contract.

All actions will be undertaken discretely and as confidentially as possible.

Programme management will ensure the following process is undertaken:

Child discloses abuse by a staff member
If immediate danger or safety is an issue act with urgency
Programme Director to be notified
Listen to child or young person & reassure them they did the right thing
Document any objective observations and anything said by the child
Consult with Oranga Tamariki or police
Programme director to refer to the relevant employment contract
Programme director to advise employee and seek a response
Employee will be advised of their right to seek support/advice from union or other appropriate representatives
Programme management to maintain close liaison with Oranga Tamariki or Police

Staff and Management Policy

Little Scientists will ensure quality care is provided through fair and consistent recruitment procedures, and the supervision and training of all staff, including relievers and volunteers.

“Staff” is defined as anyone involved in the Little Scientists Holiday Programme who is relied on to deliver the programme to children.

This includes volunteers, management and paid staff.

Recruitment

The selection and recruitment of staff is the responsibility of Jessica Singh.

All paid staff will be recruited according to the following procedure:

- All positions may be advertised and a shortlist of applicants will be drawn up for interviewing. The programme’s director will conduct interviews.
- All applicants must complete an application form and will be required to provide the names of at least two referees. It is the programme director's responsibility to contact two referees for verification of the applicants experience and suitability to work with children, prior to appointment.
- All appointments are at the discretion of the programme director.
- Applicants who have been interviewed will be informed of the decision verbally. Applicants who are not interviewed will be informed by letter. The successful applicant will receive a Confirmation of Appointment letter or phone call.
- Both parties are to sign the Employment Contract.

Police Vetting

All staff, 17 years and older, including volunteers, must sign a Consent to Disclosure of Information, which will be entered into the Police Licensing and Vetting Service Centre, Wellington.

Little Scientists requires all staff to be police vetted under the new Vulnerable Children’s act.

Offers of employment are not fully complete until police vetting confirms a candidates’ suitability. Employment can be terminated if employee is deemed unsuitable by police vetting records.

Any person who has been convicted of sexual offences or violence offences, in conjunction with the Exemption Bill, will not be employed by Little Scientists.

Police vetting will be updated every two years.

Employment Agreements

A written employment contract, clearly setting out wages and conditions of work, must be signed by both parties.

Job Description

Staff will be provided with a full job description that states responsibilities, and skills, certification and standards required.

Duty of Care

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.

Duty of care starts when a staff member arrives for work and ends when the last child is collected. All staff will be made aware of this responsibility in the Code of Conduct and during induction training.

Little Scientists aims to create an environment for children that is stimulating, fun, caring and safe. In order to achieve this, staff should be aware of these professional guidelines.

Staff Training

All staff, prior to commencing work with Little Scientists, will preferably have experience and/or training in school-age childcare and /or recreation.

Staff training needs will be reviewed as required and opportunities for further training will be provided as needed.

All staff must complete an induction training covering the programmes policies, information on hazard management, reporting of accidents and incidents, and emergency procedures.

Performance Management

All staff may be included in a performance management system where appropriate, to ensure staff maintains a high level of professionalism and to maintain the integrity of the programme.

A performance appraisal for each staff member will be carried out at least once per year.

These will be conducted by the programme's director and will be fully documented.

The director will follow up any issues identified.

Staff Code of Conduct

Little Scientists aims to create an environment for children that is stimulating, fun, caring and safe. In order to achieve this, staff should be aware of these professional guidelines.

Treat All Children With Dignity and Respect

This means:

- you recognize that all children have the right to feel safe and to be safe
- you will not physically punish children or in any way intentionally harm children either physically or emotionally e.g. by ridiculing, threatening, or abusive behaviour
- you provide physical comfort or reassurance for children through touching or cuddling but do not force on children any unwanted affection or touching
- you do not seek physical contact from children in order to meet your needs
- you take care to ensure any activity suits the age and ability of the children participating
- you can encourage and assist children but do not force children into any activity
- you communicate programme rules and boundaries clearly and are fair and consistent with children who misbehave
- you consistently monitor children's changing needs during the programme and respond appropriately.

Always Be Aware of Safety

This means:

- when supervising children, you give this task your complete attention
- if a situation is unsafe you act immediately and/or get help
- if you see any possibility that an activity could cause an accident or injury you must stop the activity immediately
- you talk with the programme director about incidents where safety was a concern
- Keep staff informed of your whereabouts and immediate duties.
- Act promptly to report any observations or concerns regarding child abuse or mistreatment, following process in the programme policy.

Act Professionally

This means:

- you read and make sure you understand your job description
- you remember that you are role model for children's behaviour
- you are punctual and ready for work at the required time
- you are dressed appropriately and are "fit for work"
- you do not smoke at the programme
- you do not use your personal mobile phone during shift
- you do not discuss adult topics around children

- you do not allow yourself or other staff / visitors to be alone with a child
- you are friendly and courteous to parents
- you respect the confidentiality of any discussions with parents about children’s behaviour, check with the programme director – they should be present when the issues are more serious
- Any observations/ concerns regarding child abuse must be conveyed to the programme director.
- Complaints about the programme must be referred to the programme director.
- If you have a any concern or grievance you may also discuss this with the programme director.
- There is policy for behaviour management, child protection, health and safety. If you have questions or concerns about any situation then talk to another staff member and refer to these other policies. You are expected to follow these policies and procedures at all times.

Work as a Team

This means:

- Staff help each other to do their job whenever possible
- You ask for help and advice whenever it is needed. For instance, when there is a task that’s not understood or situation where you don’t know what to do
- When anyone asks, they get help as soon as possible and are not criticized for seeking help
- Practice polite and calm communication at all times
- Demonstrate a commitment to professional development, including child protection training
- When conflicts arise within the team, you seek to resolve matters constructively and if formal procedures are implemented, all parties co-operate throughout the process.

Fit For Work

You should turn up for work, ready and fit to perform your role in a safe and proper manner

Being “fit for work” includes

- being dressed appropriately (refer to Dress Code if relevant)
- Not bringing children or siblings with you unless expressly agreed to by the programme director.
- Not being under the influence non-prescriptive drugs, alcohol or other substances that reduce ability to perform duties.

If prescription drugs you are using have the potential to impair performance, you must advise your programme director.

Serious Misconduct

Acts of serious misconduct may result in the staff member having their employment with the programme terminated without further notice or formal warning.

The following are examples of the type of actions and behaviour that we consider to be serious misconduct:

- Failure to disclose criminal convictions to the programme director.
- Abusive or offensive behaviour to any other person in the course of employment
- Theft, vandalism, or unauthorised use of property belonging to the programme, another staff member, or any other person
- Falsification of programme records
- Bringing into or consuming at the programme, non-prescribed drugs, or other dangerous substances.
- The disclosure to unauthorised persons of any confidential information belonging to their programme or concerning any children, families or staff members
- Failure to record and report any workplace accident
- Serious harassment of programme staff or families.

Grievances and Complaints

The director is responsible for undertaking disciplinary action and for ensuring that it is in accordance with all relevant legislation.

If a staff member is not performing adequately, every reasonable effort will be made to help them understand the problem and to improve.

Staff will be given one verbal warning in writing and one written warning clearly stating the problem, the measures required to improve performance and a time frame in which this is to occur.

If there is not sufficient improvement the staff member may be dismissed.

A staff member may only be dismissed with the agreement of the programme director.

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

- striking or sexually abusing a child
- failing to observe programme rules so that a child is injured or placed in serious danger

If the complaint is upheld, the staff member may be dismissed, with the agreement of the programme director.

Following a dismissal of this nature, the director will prepare a follow-up report recommending any changes needed to avoid the situation recurring.

Behavior Management Policy

In order to provide a safe and enjoyable environment for children, staff will use a clear and consistent approach to guide children's behaviour.

Every child will be:

- Treated with respect and dignity
- Given positive guidance to encourage appropriate behaviour
- Given positive guidance using praise and encouragement and avoiding blame, or harsh language
- Encouraged to take responsibility for their behaviour by being offered choices and the use of consequences, including, if necessary, the involvement of parents

Focus will be given to the behaviour, not the child.

Behaviour

Inappropriate behaviour is defined as:

- Biting, hitting, kicking, spitting, throwing sand/bark/toys, yelling inside, pushing, shoving, pulling hair, bad language, intimidating others or damaging their creations.

Appropriate behaviour is defined as:

- Respecting others people, their creations and equipment.

Children's Rights

Children have:

- The right to be safe and feel safe
- The right to receive care, attention and support from programme staff
- The right to be treated fairly by the staff and the other children
- The right to play and be included in activities
- The right to enjoy recreation and relaxation

Rules and Responsibilities

Little Scientists has clearly defined rules that use children's language to ensure that the children understand what the rules are.

The staff and children will formulate a set of rules for the programme and discuss the consequences of breaking these rules.

Positive reinforcement will be used as much as possible. Rewarding good behaviour will promote good behaviour.

The rules will cover the following:

- Moving around and everyone's safety
- Boundaries – behaviour and physical
- Tidiness
- Consequences
- Rewards
- Positive language

Children are also responsible for:

- Keeping the programme clean and tidy
- Packing up toys and equipment when they have finished using them
- Helping with the daily tidying at the end of the day
- Looking after the programmes' property and resources

Guidelines

Steps to be taken in managing behaviour include:

- Redirection
- Removing the child from the situation
- Warning the child with "Don't do ... please do ..." OR "(Child's name) I don't like you doing ... because ..."
- After the second warning you can use "No xxx ..." OR "I don't like you doing Stop now or ..." OR "I feel ... when you do ..." OR "How do you think xxx feels when you do ..." OR "How would you feel if xxx did ... to you".

Staff will, at all times, model the required behaviour, and will be available to assist children to manage their behaviour.

A stimulating and varied programme will help ensure against boredom.

Conflict Resolution

Conflict between children is normal. Staff will use appropriate methods and problem solving skills to help children manage their conflict.

Children will mostly respond to a stern reminder of the rules they should be adhering to.

When these rules are ignored, staff will use the least intrusive approach possible to rectify the situation.

- Children will be allowed time to talk about what happened and what the conflict was about
- Ask open ended questions such as “What happened?” or “Can you tell me ...” rather than “Did you?”
- Listen reflectively. “You’re saying ...” or “In other words ...”
- Acknowledge feelings as well as facts. “Sounds like you’re feeling....because...”
- Avoid making judgments or judging children’s solutions. Respect their opinions and attempts to rectify the situation.
- Children will be asked how the situation could have been managed differently – brainstorm to assist children to problem solve
- Children will be asked how they would like to end the situation e.g. handshake, apologies etc.
- Children may need help understanding the consequences of a solution. “What do you think would happen if you did that?”
- Children may need help action on their solution. Ask, “What is the first think you need to do?” or “How are you going to take the first step?”

Serious Misconduct or Exclusion

- Unacceptable behaviour will be recorded in the Behaviour Incident Report
- Serious or repeated cases of unacceptable behaviour will be reported to the parent/guardian
- If unacceptable behaviour continues, parents will be asked to meet with the director and all avenues will be explored and a behaviour management plan will be prepared.
- If no improvement is made, it is a last resort of the programme director, in consultation with management to exclude the child from the programme, either for a short time, or possibly permanently.
- All discussions and recording of children’s behaviour will be entirely confidential.

Staff Conduct

- No child will be hit or in any way be physically, verbally or emotionally abused by staff members
- Staff will address behaviour calmly and assertively and will not shout, threaten or intimidate children
- There will be no unusual confinement and food and drinks will not be withheld from children
- No physical restraints will be used on children unless it is an immediate issue of safety for the child or other children, or direct verbal commands have not been effective.
- Staff will not discuss the behaviour of children outside of the programme without ensuring they protect the confidentiality of the child and the family, except in situations where child abuse or neglect is suspected.

Programme Management

Record Keeping

All Little Scientists programmes will comply with the requirements of the Privacy Act 1993 and any amendments.

All information gathered on staff, management, families and children will only be used for the purpose it was collected.

This information will be stored securely and will be made available to the individuals concerned when requested.

Any information gathered will not be shared without the owner's permission unless required by legislation.

Information will be updated and changes to circumstances noted each holiday period, with all children enrolled being required to fill in a new enrolment form.

Any changes to before and after care days and times are expected to be updated on a new enrolment form and given to the programme supervisor.

All staff will be informed that any information learned during the course of employment with Little Scientists, must remain private and confidential at all times.

All photos taken of and by Little Scientists team members are for marketing, promotional and Little Scientists use only.

Photos may only be taken of children who have agreed for their photo to be shared with Little Scientists. This is the responsibility of the programme director. The director will also ensure that staff know who cannot have photos taken to avoid any confusion.

This will be covered in the induction process.

Attendance

Attendance records will be kept, including a sign in sign out form, to ensure that in the case of an emergency, the programme has an accurate record of children in attendance.

Finance

Little Scientists will be run in a manner which keeps control of day to day finances and shows accountability and transparency. The accounting system used is Excel.

All money handling and banking will be carried out by the programme director.

All children enrolled will be sent a confirmation of enrolment and receipt/invoice.

Little Scientists will ensure that all financial and legal responsibilities are met.

Overall responsibility of the programme is with the programme director.

The programme director will approve all policy, financial reports and budgets, monitor expenditure and set limits on how much spending can be delegated.

Each programme will be assigned an Eftpos card. This will be used at the discretion of the supervisors for incidentals such as bread, fruit etc.

The programme director must keep accurate records of all children's attendance.

Building and Facilities Policy

Building Warrant of Fitness

It is the programme directors responsibility to ensure that the venue has a current building warrant of fitness and that it complies with other relevant fire and safety requirements.

The final responsibility lies with the venue owner (Hillsborough Playcentre).

Any buildings and facility hazards, breakages and maintenance issues that are identified through the Hazard Identification process, are to be notified to the programme director, to ensure that venue owner or caretaker is advised immediately.

At least one other staff member must have immediate access to a mobile phone.

Any parents contacting the programme will, in the first instance, call the programme director. Jess Singh 027 810 4129.

Evacuation Plans

Little Scientists programmes will operate according to the evacuation plan guidelines as set out by the venue (Hillsborough Playcentre).

All emergency exits should be clearly displayed and regularly checked to be in working order and free of obstructions.

These will be checked and documented by the programme director at the beginning of each term.

Evacuation procedures should be displayed, clearly indicating where people can assemble safely outside the building.

These will be checked by the programme director at the beginning of each term.

Emergency Procedures Policy

Exit and Evacuation

All emergency exits should be clearly displayed and regularly checked to be in working order and free of obstructions. These will be checked and documented by the programme director at the beginning of each term.

Evacuation procedures should be displayed, clearly indicating where people can assemble safely outside the building. These will be checked and documented by the programme director at the beginning of each term.

In all emergencies stay calm – walk do not run.

ALARM (FOR ANY EMERGENCY SITUATION)

- Use a whistle blown in three short bursts, sounding continuously
- If on-site assemble at designated location
- If on an excursion assemble where the whistle is being blown ▪ Conduct a head count and inform group of reason for alarm

Fire

- Evacuate as above
- Seek to extinguish small fire, or programme director will call the fire brigade if the incident is more serious.
- Children will be kept at the assembly point until danger has passed.

Staff will conduct a full evacuation drill once each week for the duration of the school holidays.

The date will be recorded on the Fire drill form & Daily Safety Checklist.

Earthquake

- Stay indoors if possible
- If inside;
 - crouch in safe place, under desk
 - stay away from windows and cupboards
 - stay away from other objects that could fall
- If outside
 - assemble away from power lines and trees

- assemble in a street and shelter using building doorways or beside parked vehicles
When shaking stops check for injuries and any hazards
- Be alert for aftershocks

Tornado

- If Inside
- If you see a funnel nearby, take shelter immediately. If you spot a tornado that is far away, help alert others.
- For added protection, get under something sturdy such as a heavy table or workbench. If possible cover your body with a blanket, mattress or sleeping bag, and protect your head even with your hands.
- If there is no time to get to a lower level, try to get under a door frame or get up against something that will support or deflect falling debris.
- If outside
- avoid areas with many trees.
- lie down flat in a nearby gully, ditch or low spot on the ground.
- Check for injuries. Give first aid and get help for injured or trapped persons.
- Taking care of yourself first will allow you to help others safely until emergency responders arrive

All staff will be trained for our emergency procedures and their programme evacuation plan.

This will take place during the induction for new staff and will be refreshed during the briefing meeting for existing staff.

Updated 24/05/2018

Jess Singh

Policies pertaining to our website

RETURN & REFUND POLICY

Your Little Scientist Box should reach you in perfect condition, fit for purpose and matching the description. If something is missing or damaged, we will gladly replace it. If damage has been incurred due to delivery transit, we will arrange for a replacement or refund as applicable.

We do not offer refunds due to a change of mind or circumstances.

SHIPPING INFO

All prices include courier delivery to an urban address within New Zealand. We use couriers and require a signature upon delivery so they can be tracked. Please allow at least 3-5 business days for normal delivery, or longer during Level 3.

For customers requiring delivery to NZ rural and outer island locations, or overseas, please email us for the applicable freight cost and we will contact you with price and to arrange payment: info@littlescientists.co.nz

PRIVACY POLICY

When you conduct a transaction on our website, we collect the personal information you give us such as your name, address and email address in order to provide and operate our services.

We may contact you to notify you regarding your booking or purchase or to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to conduct our service. For these purposes we may contact you via email, telephone, text messages, and postal mail.

Our company is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

We reserve the right to modify this privacy policy at any time. If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at info@littlescientists.co.nz