

General Health And Safety Documents for All.

1. This Health and Safety document relates to the Babysitters Club Limited and the Babysitters App Limited, collectively referred to as "TBSC".

2. Definitions

- 2.1. "Client" means the person(s), family, or entity with whom TBSC enters into an agreement for the purposes of providing Services.
- 2.2. "Carer" means the person who is to undertake the Services for a Client.
- 2.3. "Services" means services relating to babysitting or caring for a child, on a casual or regular basis.
- 2.4. "Member" means a Client or Carer who has registered on the Website or App.
- 2.5. "Website" means the online medium of the domain of "thebabysittersclub.nz", which operates the business of TBSC. This term includes website operations performed on "thebabysittersclub.nz".
- 2.6. "App" means the installed application on a smartphone, tablet, or any other device capable of running the App, available for download, which operates the business of TBSC.
- 2.7. "Scheduled Time" means the time that the Client and Carer have agreed that the Carer will perform Services for the Client.
- 2.8. "Overtime" means the time over and above the Scheduled Time, which is rounded to the nearest 15 minutes.
- 2.9. "Police Check" means a full disclosure criminal check conducted by the New Zealand Police based on the Child Protection Authority.
- 2.10. "First Aid Certificate" means a current and valid statement of attainment in a recognised First Aid Training programme, which includes CPR, Asthma and Anaphylaxis training.

3. Company Values

As a company, TBSC holds the following values.

Inspire; we value that Carer's, children and Client's can inspire one another throughout their experiences.

Belong; we value that through the experiences, which Carer's, children and parents have with our services, a sense of belonging is created.

Be Open; we value that our Client's and carers are open, flexible and honest with one another and TBSC.

Have Fun; we value that our Carer's and the children they care for, have fun and do fun things.

Create a Community; we value that our services allow a community to be formed.

4. Company Philosophy

TBSC provides safe, organised, engaging and above all quality babysitting services, which cater for children's different ages, gender, and cultural backgrounds while attempting to encompass individual needs and interests. TBSC has a holistic approach with a strong focus on embracing children's imagination, creativity, and overall wellbeing.

The safety and well being of the children is the paramount consideration for the duration of TBSC services.

Carers are carefully selected to meet the high standards of TBSC services.

TBSC carers are valued and, therefore, will endeavour to provide a flourishing work environment, which meets all staffing requirements. The policies will be reviewed annually.

Management takes full responsibility to ensure this is completed. Copies of these policies and procedures will be made available to Carer's, parents and caregivers at all times.

5. Company Purpose

Our purpose is to create a world where parents have the freedom to live spontaneously with certainty and assurance that their children are left in the safest hands of New Zealand's most experienced and interactive child carer's.

As mentioned, the safety and well being of the children is the paramount consideration for the duration of TBSC services. To ensure quality, TBSC go through a rigorous selection process by police checking; reference checking and interviewing every individual Carer.

TBSC does all within its means to ensure every individual, including their carers, are treated fairly in a safe environment. These policies will be reviewed annually.

6. Mission Statement

"Your Extended Family".

Operation Procedures

7. What we do

TBSC provide fun, safe, organised and above all quality Carer's to care for children when parents are unable to do so themselves. If a carer is unable to attend a job, they have

committed to, it is asked that they contact TBSC before the Client. This allows reliable services to be conducted.

8. How TBSC deal with Carers.

When a Client needs a carer from TBSC, they must book a carer through TBSC's platform. Here the client will be asked to enter in specific details relating to the booking requirements. TBSC allow parents to request favourites or find carer's within their area. TBSC allow clients to view carers profiles before making a commitment to their booking. Every client and carer have the right to deny job requests should they not feel comfortable.

*Please note, TBSC will only place carer's who have extensive experience in jobs with infants and children with disabilities or allergies.

9. How the Carer accepts the job

The Carer accepts the job through applying or agreeing that they are available to work.

10. How the Carer attends the Clients' houses

The Carer is expected to turn up to the client's house at the arranged time. The Carer is expected to knock on the door and introduce themselves on arrival. TBSC will do all within its reach to ensure that both the child and the Carer are placed within a safe environment that meets the developmental, emotional, intellectual and physical needs of the child(ren) and the Carer.

11. What the Carer does on arrival.

TBSC supplies Client's with Carer's who go to the Client's home or alternative address ONLY. TBSC Carer's are never to care for a child and or children within their own home. The Carer is first of all expected to introduce themselves to the client and the client's family and go through all details around expectations, routines, health and safety and emergencies. If your family need guidance regarding what to go over, please **refer to Appendix 3**. Clients must ensure the environment the carer and child(ren) are placed in, is safe for all, the client must also explain the way their family operates to avoid any confusion for the carer.

12. Using our Services

By using our services, all Client's and carer's are agreeing to our Terms and Conditions.

Before using our services, the Client must provide the following information;

- Number of Children
- Ages Of Children
- Parent's name/s, address and cell phone number
- Names and contact details of an emergency contact
- Any health or medical conditions, what treatment is required, and whether the child is 'self-medicating'
- Other information necessary to provide adequate care

Any changes to the above details must be notified to TBSC and the allocated carer as soon as possible to ensure safety is kept paramount for the child(ren) at all times.

Client's are expected to contact TBSC directly if there are any changes to booked hours or requirements, and for repeat, casual or ongoing bookings; or requests.

Bookings are available on a first in, first served basis.

13. Fees

The fee structure will be included on TBSC's website. Payment methods include bank transfer payments and credit cards only. We may request payment before the job commences. TBSC holds the right to refuse any client, should they not agree to making payment before the job commences. Alongside this, should any client or carer not abide by TBSC's cancellation policy, financial penalise may occur.

14. Complaints

TBSC has a complaints procedure. Parents will be informed of this in the terms and conditions they agree to at the time of registering and it will also be clearly displayed on our website.

In general, if any parents have complaints about our services, they should:

- Email hello@thebabysittersclub.nz, where a Club Representative will attempt to rectify the situation. Complaints must be made in writing and must contain details of the grievance and desired outcomes. TBSC will respond to the complaint within 14 days. Where possible, a mutually agreeable outcome will be sought.

15. Confidentiality

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

All information collected, shall not be shared except with the owner's permission or as required by legislation, for example, Health and Safety Act. All personal information shared in discussions between Carer's, Client's or at meetings is to remain between those persons. All sensitive and personal conversations, including telephone conversations, shall be held discreetly and in private and/or if involving the child or parents, shall remain confidential. No photos are to be taken of children and placed on social media, including Snapchat and/or Instagram.

16. Children with Special Needs

TBSC is an inclusive service. No child will be excluded from the services, provided the child's needs' can be catered for without negatively affecting the experience or safety of the Carer. TBSC will only provide Carers to care for children with special needs if they have had previous experience in this area.

Full information about the child's requirements, including medication, diet, and supervision, must be provided by the client and included within the booking request. It is the clients

responsibility to ensure that the carer is 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 Form by the carer (See Appendix 5). Any final decision on whether the Client is able to continue using our services rests with the Company Director and every effort will be made to include the child within the parameters of the resources and safety procedures of the company.

STAFF AND MANAGEMENT POLICY

TBSC will ensure quality care is provided through fair and consistent recruitment procedures and the supervision and training of all Carer's.

17. Recruitment

The selection and recruitment of carers is the responsibility of the Company Director.

All carers will be recruited according to the following procedure:

- All positions will be advertised where appropriate and a shortlist of applicants will be drawn up for interviews.
- All applicants must complete an application form and will be required to provide the names of at least two referees. It is the Company Directors responsibility to contact two referees for verification of the applicant's experience and suitability to work with children.
- Applicants who have been interviewed will be informed of their status of application within 14 days of their interview being conducted.
- A letter will inform applicants who are not interviewed of their status of application. Any successful applicants will receive a Confirmation of Appointment letter. Both parties are to sign a Contract and other required documents surrounding their role.

18. Police Vetting

All Carer's, 18 years and older, must undergo a police check. Offers of engagement cannot be finalised until police vetting confirms a candidates' suitability.

TBSC will not employ any person who has been convicted of sexual offenses or violent offenses, in conjunction with the Clean Slate Bill. Police vetting will be updated every two years.

19. Contractor Agreements

Both parties must sign a written employment contract, clearly setting out wages and conditions of work.

20. Duty of Care

The duty of Care is the legal obligation each person has to take regarding reasonable care to avoid causing foreseeable harm to another person or their property. The duty of care starts when a carer arrives to a job and ends when they leave the premises. All carers will be made aware of this responsibility induction training.

21. Code of Conduct

TBSC aims to allow children to be provided with care, which is stimulating, fun, caring, and safe. In order to achieve this, Carer's should be aware of these professional guidelines.

Treat all children with dignity and respect

- You recognise 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 take responsibility in supervising children within your care at all times.

Always be aware of safety

- 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 Company Director about incidents where safety was a concern

Act professionally

- You read and make sure you understand your job description and you remember that you are a role model for children's behaviour
- You are punctual and ready for work at the required time
- You have dressed appropriately and are "fit for work"
- You do not smoke around the children
- You do not use your mobile phone during shift
- You do not discuss adult topics around children
- You are friendly and courteous to parents
- You respect the confidentiality of any discussions with parents about children's behaviour, check with the Company Director – they should be present when the issues are more serious

- Any observations/ concerns regarding child abuse must be conveyed to the Company Director.
- Complaints about the service must be referred to the Company Director.
- If you have any concern or grievance you may also discuss this with the Company Director.
- There is a policy for behaviour management, child protection, health, and safety. If you have questions or concerns about any situation then talk the Company Director and refer to these other policies. You are expected to follow these policies and procedures at all times.

"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
- Not bringing children, pets or guests with you unless expressly agreed to by the Company Director and client.
- Not being under the influence of non-prescriptive drugs, alcohol or other substances that reduce the ability to perform duties. If prescription drugs you are using have the potential to impair performance, you must advise the Company Director.

Serious Misconduct

Acts of serious misconduct may result in the Carer's having their contract with the company terminated without further notice or a 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 Company Director.
- Abusive or offensive behaviour to any other person in the course of representing TBSC
- Theft, vandalism, or unauthorised use of property belonging to the clients
- Bringing into or consuming at the client's house, non-prescribed drugs, or other dangerous substances.
- The disclosure to unauthorised persons of any confidential information belonging to the company or concerning any children or Clients.
- Failure to record and report an accident
- Not arriving at a job without any notice
- Serious harassment of children or a Client.
- Neglect of a child in any circumstance

22. Carer Training

All Carer's, prior to commencing work with The BSC, will preferably have experience and/or training in childcare. Carer training needs will be reviewed as required and opportunities for further training will be provided as needed. All carers must complete an induction training

covering the Company's policies and procedures, information on hazard management, reporting of accidents and incidents, and emergency procedures.

23. Grievances and Complaints

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

If a Carer is not performing adequately, every reasonable effort will be made to help them understand the problem and to improve. Carers will be given two verbal warnings and one written warning clearly stating the problem, the measures required to improve performance and a time frame in which this is to occur. If there is not sufficient improvement the Carer may be dismissed.

A Carer may only be dismissed with the agreement of the Company Director. Carers may be suspended on full pay pending further investigation if they are accused of

- Striking or sexually abusing a child
- Failing to observe company rules so that a child is injured or placed in serious danger
- Neglecting a child in any circumstance.
- Failing to show at a job with less than 8 hours notice.
- Babysitting for direct for a client who the carer have been introduced to within their contract of being a carer of TBSC, without going through TBSC platform.

If the complaint is upheld against a carer, the carer may be dismissed, with the agreement of the Company Director. Following a dismissal of this nature, the Director will prepare a follow-up report recommending any changes needed to avoid the situation recurring.

BEHAVIOUR MANAGEMENT POLICY

In order to provide a safe and enjoyable environment for everyone, Carer's will use a clear and consistent approach to guide children's behaviour. If the Carer feels threatened or mistreated, (s)he must contact TBSC's Manager right away and explain in full detail what occurred.

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

Behaviour

Inappropriate behaviour is defined as:

- Biting, hitting, kicking, spitting, pushing, shoving, pulling hair, bad language, or intimidating others.

- Appropriate behaviour is defined as Respecting others people, and belongings

24. Children Rights

Children have:

- The right to be safe and feel safe
- The right to receive care, attention, and support from the Carer
- The right to be treated fairly by the Carer
- The right to enjoy recreation and relaxation

Rules and Responsibilities

Positive reinforcement will be used as much as possible. Rewarding good behaviour will promote good behaviour. The rules are expected to be declared by the child (ren)'s parents before the job commences.

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

Conflict Resolution

The conflict between children, in particular siblings is normal. Carers will use appropriate methods and problem-solving skills to help children manage their conflict. When this unacceptable behaviour occurs and the child ignores direction from the Carer, the Carer will use the least intrusive approach possible to rectify the situation. Each Carer is expected to ask the Client what their preferred method of dealing with behaviour management is.

Approaches that carers may use are;

- Timeout may be used, to allow children to cool off.
- 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. "Are you saying ..."
- 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 thing you need to do?” or “How are you going to take the first step?”

Serious Misconduct and Exclusion

- Unacceptable behaviour will be reported to the Company Director and recorded in the Incident Register
- Serious or repeated cases of unacceptable behaviour will be reported to the parent/ guardian
- All discussions and recording of children’s behaviour will be entirely confidential.

Carer Conduct

- No child will be hit or in any way be physical, verbally or emotionally abused by a Carer.
- Carers 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, unless advised by the client.
- 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.
- Carers will not discuss the behaviour of children outside of the service without ensuring they protect the confidentiality of the child and the Client, except in situations where child abuse or neglect is suspected. If child abuse or neglect is suspected, the must contact the Company Director, or Company Manager.

MANAGEMENT

Record Keeping

- TBSC service will comply with the requirements of the Privacy Act 1993 and any amendments. All information gathered on Carer’s, Client’s 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.
- All carers will be informed that any information learned during the course of being a Carer for TBSC, must remain private and confidential at all times. This will be covered in the induction process.

Health and Safety:

25. Premises and facilities standard:

The premises and facilities standard: general is the standard that requires every Client to whom this regulation applies—

- The premises and facilities must provide sufficient and suitable space for a range of activities, facilities for food preparation, eating, sleeping, storage, toileting, and washing, and sufficient and suitable heating, lighting, and ventilation.
- Each Client to whom this regulation applies, must comply with the premises and facilities standard: general.

H&S 1. Criteria to Premises and facilities standard

General

- If infants, toddlers or children not walking are required to be supervised, there are safe and comfortable (indoor and outdoor) spaces for them to lie, roll, creep, crawl, pull themselves up, and learn to walk.
- A telephone is available for calls to and from the premises.
- Parts of the home used by children have:
 - Lighting (natural or artificial) that is appropriate to the activities offered or purpose of each room;
 - Ventilation (natural or mechanical) that allows fresh air to circulate (particularly in sanitary and sleep areas); and
 - A safe and effective means of maintaining a room temperature of no lower than 16°C.
- There is an outdoor activity space that is:
 - Easily accessible and available to children;
 - Enclosed by structures and/or fences and gates that are maintained so that children cannot leave without an adult's help; and
 - Safe, well drained, and suitably surfaced for a variety of activities.

H&S 2. Food preparation and eating spaces

- There is a safe and hygienic place for children attending to sit when eating.

- There are facilities for the hygienic preparation, storage and/or serving of food and drink.

H&S 3: Sanitary facilities

- There is a first aid kit that:
 - Complies with the requirements of Appendix 1; and
 - Is easily recognisable and readily accessible to adults; and
 - Is inaccessible to children.
- There are a toilet and hygienic hand washing and drying facilities suitable for the use of the children being supervised.
- There is a plumbing fixture (such as a shower or bath) for washing sick or soiled children.

H&S 4: Emergencies

There is a written procedure and supplies provided by the client, as necessary for the evacuation and care of children in the case of fire or another emergency. The procedure and processes must be outlined verbally to the carer and children before the client leaves the carer in sole charge.

Documentation required:

- A. A procedure for dealing with emergencies, that is relevant to the premises where children and carer are attending. The procedure outlines how carers will access appropriate help and support in a variety of emergency situations (e.g. sudden illness or injury, fire, threats, civil disaster, etc).
- B. Evacuation procedure for the premises

The documentation must ensure that;

- A. Designated assembly areas for evacuation purposes do not unnecessarily place children at further risk.
- B. Heavy furniture, fixtures, and equipment that could fall or topple and cause serious injury or damage are secured/ or made aware of the Carer.

Please refer to <https://www.happens.nz/make-a-plan/> and <http://www.getthru.govt.nz/disasters/> for more information.

Parents are responsible for ensuring that they talk through these documentations with the Carer and ensure that carers are familiar with relevant emergency drills.

Documentation required:

A record of when the Carer was spoken through the relevant documents surrounding Emergencies.

H&S 5.Sleep

- A procedure for monitoring children's sleep is implemented, and the information is communicated to parents about their child's daily sleep patterns. Ensure that children not have access to food or liquids while in bed, unless advised by the client. Ensure children are checked for warmth, breathing, and general well being unless advised otherwise by the client.

H&S 6. Sun Safety (During the duration of daylight savings).

The Carer will follow the following recommendations to protect children from harmful UV rays.

- When requesting a Carer, parents are expected to notify TBSC and the Carer if their child(ren) have any allergies to sunscreen.
- Clients are expected to provide a hat for their child and the child will be required to wear it when they are outside, unless advised otherwise.
- Children will be encouraged to play inside or in the shade, particularly when they do not have hats.

H&S 7: Hazards and outings

Equipment, premises, and facilities are regularly checked for hazards to children.

Accident/incident records are provided to all Sitter's for on the client they are caring for to assist each carer in identifying hazards, alongside appropriate action to take. All practicable steps are taken to eliminate, isolate, or minimise hazards to the safety of children.

H&S 8: Consideration of hazards must include but is not limited to:

- cleaning agents, medicines, poisons, and other hazardous materials;
- electrical sockets and appliances (particularly heaters);
- hazards present in kitchen or laundry facilities;
- equipment faults;
- windows and other areas of glass;
- poisonous plants; and
- bodies of water.

We require all Clients to go through a hazard identification and management process. All clients will need to inform carers of any hazards that may put the child(ren) or carer at risk. [See Appendix 3](#) for our recommended checks.

H&S 9: Animals

- i. Safe and hygienic handling practices are implemented with regard to any animals.

- ii. All animals on the premises are able to be restrained.

H&S 10: Outings

Whenever children leave the premises on an outing or excursion:

- assessment and management of risk is undertaken;
- client has given prior written approval of their child's participation;

Documentation required:

A record of outings or excursions.

Records include:

- The time and date of the outing;
- The location and method of travel;
- Evidence of client permission for special outings or excursions.

If children travel in a motor vehicle while in the care of the service:

- Each child is restrained as required by Land Transport legislation; and
- The permission from the client is obtained before the travel begins.

Documentation required:

- Evidence of client permission for any travel by motor vehicle. Text messages are approved as evidence.

H&S 11: Food and drink

- Food is served at appropriate times to meet the nutritional needs of each child.
- An ample supply of water that is fit to drink is available to children at all times, and older children are able to access this water independently.
- Children are supervised while eating.
- Infants under the age of 6 months and other children unable to drink independently are held semi-upright when being fed. Any infant milk food given to a child under the age of 12 months is of a type approved by the child's parent.

H&S 12: Showering and Bathing

- Always check with the client to see what wash-up products are used to clean the child(ren) before using them.
- Test the bath or shower water before placing the child within. Ask the child to also confirm the temperature before placing them within.
- Never leave a child unattended in a bath, even if it is for a few moments.

H&S 13: Child health and wellbeing

- Rooms used by children and carers are kept at a comfortable temperature no lower than 16°C.
- There is an adult present at all times while children are attending who;
 - Has had previous experience caring for children,
 - Is over the age of 18.
- The Carer does all within his/her control to avoid the child from getting injured. If a child is injured, any required first aid is administered or supervised by an adult meeting these requirements.

Documentation required:

- Carers are required to record and report back to TBSC and the client on all injuries that occur at the service.

Records include:

- the child's name;
 - the date, time, and description of the incident;
 - actions were taken and by whom; and
 - evidence of client knowledge regarding the incident.
- All practicable steps are taken to ensure that children do not come into contact with any person who is suffering from a disease or condition likely to be passed on to children and likely to have a detrimental effect on them.
 - All practicable steps are taken to get immediate medical assistance for a child who is badly hurt in an accident or becomes seriously ill and to notify the client and TBSC of what has happened.
 - Medicine (prescription and non-prescription) is not given to a child unless it is given:
 - By a doctor or ambulance personnel in an emergency; or
 - by the client; or
 - By the carer only in the case that the carer has written authority (appropriate to the category of medicine) from the client.
 - Medicines are stored safely and appropriately.

Documentation required:

- a. A record of the written authority from the client for the administration of medicine in accordance with the requirement for the category of medicine outlined in Appendix 2.
- b. A record of all medicine (prescription and non-prescription) given to children left in the care of the service.

Records include:

- Name of the child;

- Name and amount of medicine given;
 - Date and time medicine was administered and by whom; and
 - Evidence of client permission and acknowledgment.
- **When the same dose of Category (iii) medicine** is administered on a regular basis, the client permission and acknowledgment must be obtained each time a new Carer cares for their children. If the same Carer cares for the children each time, the client permission and acknowledgment must be obtained weekly or every 3 months.
 - **The recording of Category (i) medicines** administered in relation to injuries in the record required by criterion **H&S 12(iii)** will meet this requirement for those medicines.
 - Adults who administer medicine to children (other than their own) are provided with information and/or training relevant to the task.

Documentation required:

- A record of training and/or information provided to adults who administer medicine to children (other than their own) while at the service.

H&S 14: Smoke – Free

The carer may not smoke while at caring for children, whilst representing TBSC.

CHILD PROTECTION POLICY

- Maintaining the well-being and safety of children and young people is a paramount goal of The BSC. 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. BSC supports the roles of statutory agencies (the Police and the Department of Child, Youth and Family Services) in the investigation of abuse and will report cases of suspected abuse to these agencies according to the process outlined below.
- TBSC 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.
- Carers 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 Carer. It also provides guidelines for Carer's to help minimise the risk that they may be subject to an allegation of abusive behaviour.

- **Child abuse may be seen in the following forms:**

1. 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.
2. Physical abuse is a non-accidental injury by somebody and also includes abusive administration of drugs or alcohol to a child.
3. Emotional abuse is when somebody to coerce the child into doing what the abuser wants him or her to do attacks a child's self-esteem.
4. 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.
5. Family violence may be witnessed or experienced by children and involve physical, sexual and emotional abuse.

- **Responding to Child Abuse**

- TBSC will act on recommendations made by statutory agencies concerning the official reporting of suspected abuse and on consulting with the Client.
- Carers 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 any public information.
- Information volunteered by a child should be fully and accurately recorded.
- The Carer will never ask the child questions or elaborate on any of the information disclosed. All that should be said in a situation like this is, "can you tell me more?"
- No child should be interviewed or in any way questioned about the suspected abuse, particularly sexual abuse.
- No Carer will act alone about suspected child abuse but will consult with the TBSC's Company Director.
- Where Carer and company management suspect child abuse has occurred and a child is unsafe, TBSC is committed to promptly reporting the matter to the Police or the Department of Child, Youth and Family Services.
- Carers involved in cases of suspected child abuse are entitled to have support. TBSC will maintain knowledge of such individuals, agencies, and organisations in the community that provide support.

Documentation Required:

- The child's name;
- The date, time, and description of the incident;
- Actions are taken and by whom;
- Detailed note-taking of what was said by the child;

- Detailed note-taking of what was seen by the Carer; and
- Detailed note-taking of what the Carer said.

- **Allegation of Abuse Against a Carer**

Where it is suspected that a Carer has perpetrated the child abuse, the matter must be reported promptly to TBSC.

Under no circumstances should the child making the allegation be exposed to unnecessary risk. This may require company management to contemplate the removal of the Carer from TBSC.

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

Documentation Required:

- The Carer and child's name;
- The date, time, and description of the incident;
- Actions are taken and by whom;
- Detailed note-taking of what was said by the child;
- Detailed note-taking of what was said by the person accusing and
- Detailed note-taking of what the Carer said.

Once detailed notes are taken, the incident will be dealt with the Company Director in conjunction with the Police or The Department of Child, Youth and Family Services.

Appendix 1:

First aid kits should include the following (or these items are available within the premises):

- disposable gloves
- sterile saline solution (or some other means of cleansing wounds)
- safety pins, bandage clips or tape (or some other means of holding dressings in place)
- sterile wound dressings, including sticking plasters
- rolls of stretchable bandage
- triangular bandage (or some other means of immobilising an upper limb injury)
- scissors
- tweezers
- cold pack
- first aid manual
- National Poisons Centre phone number
- 0800 POISON / 0800 764766
- Healthline phone number /0800 611 116

The first aid kit may also contain any Category (i) medicines the service chooses to use, providing the appropriate written authority has been gained from the client.

Appendix 2:

Categories of medicine and written authority required from clients for criterion.

Category (i) medicines

Definition – a non-prescription preparation (such as arnica cream, antiseptic liquid, insect bite treatment spray etc) that is :

- not ingested;
- used for the 'first aid' treatment of minor injuries; and
- provided by the service and kept in the first aid cabinet.

Authority required

– a written authority from the client given to carer with specific preparations on their child for the period that they are enrolled. The service must provide (at enrolment, or whenever there is a change) specific information to parents about the Category (i) preparations that will be used.

Category (ii) medicines

Definition – a prescription (such as antibiotics, eye/ear drops etc) or non-prescription (such as paracetamol liquid, cough syrup etc) medicine that is:

- used for a specified period of time to treat a specific condition or symptom; and
- provided by a parent for the use of that child only or, in relation to Rongoa Māori (Māori plant medicines), that is prepared by other adults at the service.

Authority required

– a written authority from a parent given at the beginning of each day the medicine is administered, detailing what (name of medicine), how (method and dose), and when (time or specific symptoms/circumstances) medicine is to be given.

Category (iii) medicines

Definition – a prescription (such as asthma inhalers, epilepsy medication etc) or non-prescription (such as antihistamine syrup, lanolin cream etc) medicine that is:

- used for the ongoing treatment of a pre-diagnosed condition (such as asthma, epilepsy, allergic reaction, diabetes, eczema etc); and
- provided by a parent for the use of that child only.

Authority required

– a written authority from a parent given at enrolment as part of an individual health plan, or whenever there is a change, detailing what (name of medicine), how (method and dose), and when (time or specific symptoms/circumstances) the medicine should be given.

Appendix 3: Hazard Check.

A BRIEF OUTLINE OF WHAT TO CONSIDER:

- Cleaning agents, medicines, poisons, and other hazardous materials;
- Electrical sockets and appliances (particularly heaters);
- Hazards present in kitchen or laundry facilities;
- Equipment faults;
- Windows and other areas of glass;
- Poisonous plants; and
- Bodies of water.

A DETAILED OUTLINE OF WHAT TO CONSIDER:

IN THE KITCHEN:

- Are chairs and step-stools positioned away from the stove?
- When cooking, are all pot handles on the stove turned inward or placed on back burners where kids can't reach them?
- Are all appliances unplugged when not in use, with cords out of reach?
- Are all vitamin or medicine bottles tightly closed and stored in a high cabinet far from reach?
- Are matches and lighters stored in a locked cabinet?
- Is the cabinet under the sink free of cleaning supplies, bug sprays, dishwasher detergent, and dishwashing liquids? And are these supplies out of the reach of children?
- Are any bottles containing alcohol stored out of reach?
- Are all plastic garbage bags and sandwich bags out of reach?
- Are any cords or wires from wall telephones or cable TV out of reach?

- Does the child's highchair have a safety belt with a strap between the legs?

CHILD'S BEDROOM:

- Is the crib free of soft pillows, large stuffed animals, bumper pads, and soft bedding?
- Have any strings or ribbons been clipped off hanging mobiles and crib toys?
- Are window blind and curtain cords tied with clothespins or specially designed cord clips? Are they kept well out of reach and away from cribs?
- Are any night-lights in the room not touching any fabric like bedspreads or curtains?
- Is there a smoke alarm outside the bedroom?
- Have you removed all drawstrings from your child's clothing?

OUTDOORS

- Are all walkways and outdoor stairways well lit?
- Are all walkways clear of toys, objects, or anything blocking a clear path?
- Are all swing sets parts free from rust, splinters, and sharp edges?
- Are all parts of swing sets or other outdoor equipment securely fastened?
- Is the surface beneath the swing set soft enough (cushioned with a material such as sand, mulch, wood chips, or approved rubber surfacing mats) to absorb the shock of a fall?
- Is there climb-proof fencing at least 4 feet (1.2 meters) high on all sides of the pool? Does the fence have a self-closing gate with a childproof lock?
- Do all trampolines have nets surrounding them (ensure only one child jumps on the tramp at a time).
- Have all ladders are stored away and out of reach.

MIRRORS/WINDOWS/FURNITURE

- Are mirrors and frames hung securely?
- Are rugs secured to floors or fitted with anti-slip pads underneath?
- Are window blind cords tied with clothespins or specially designed cord clips?
- Are bookshelves and other furniture secured with wall brackets so they can't be tipped over?
- Is there protective padding on corners of coffee tables, furniture, and countertops that have sharp edges?
- Are beds and cribs away from windows?

STAIRWAYS

- Are there hardware-mounted safety gates at the top and bottom of every stairway?
- Are stairways clear of tripping hazards, such as loose carpeting or toys?
- Is there enough light in the stairway?

ELECTRICAL

- Are all unused outlets covered with safety plugs?
- Have cord holders been used to keep longer cords fastened against walls?
- Have you checked for and removed other potential electrical fire hazards, such as overloaded electrical sockets and electrical wires running under carpets?
- Are televisions, computers, and stereo equipment positioned against walls?

HEATING AND COOLING ELEMENTS

- Are all radiators and baseboard heaters covered with childproof screens if necessary?
- Have gas fireplaces been secured with a valve cover or key?
- Do all working fireplaces have a screen and other barriers in place when in use?
- Have any chimneys been cleaned recently?
- Are all electric space heaters at least 3 feet (91 centimeters) from beds, curtains, or anything flammable?

EMERGENCY EQUIPMENT

- Is there a fire extinguisher in the home?
- Are there smoke detectors on each floor of the home?
- Have smoke detectors been installed in the hallways between all bedrooms of the home?
- Have you tested all smoke detectors within the last month?
- Have you changed the batteries in the smoke detectors within the past 6 months?

GARAGE & LAUNDRY AREA

- Are all tools and supplies used for gardening, automotive, and lawn care stored safely away from children?
- Are all hazardous automotive, pool, and gardening products in a locked area?
- Are recycling containers storing glass and metal out of reach?
- Are all bleaches, detergents, and any other cleaning products out of reach?

BATHROOM

- Are razor blades, nail scissors, and other sharp tools stored in a locked cabinet?
- Are childproof latches installed on all drawers and cabinets?
- Are toilets always left closed?
- Are all hair dryers, curling irons, and electric razors unplugged when not in use?
- Are there nonskid strips on the bottoms of bathtubs?
- Are there nonslip pads under rugs to hold them securely to the floor?
- Are all prescription and nonprescription medications, cosmetics, and cleaners stored in a locked cabinet? Are childproof caps on all medications?
- Are bottles of mouthwash, perfumes, hair dyes, hair sprays, nail polishes, and nail polish removers stored in a locked cabinet.