

Living Springs Kids Camps
Policies and Procedures Manual

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Introduction

Living Springs Kids Camps are governed by Living Springs Charitable Trust.

The Board therefore has the legal responsibilities, and liabilities, as Employer, for the Finance and Provision of a Safe Physical Property.

Senior Leadership is responsible for ensuring those Board responsibilities are secured.

The Camp Administrator is responsible for all Operational aspects of hosting the Living Springs Kids Camp on the premises and is the key liaison for the Kids Camp Director, Team Directors and Kids Camp leaders.

The Kids Camp Director has the delegated responsibility for overseeing the running of the programme and operation to the current Policy and Procedures Manual. The Kids Camp Director is responsible for managing the day-to-day operations and programme plan with the Living Springs Administration Staff and with support from Living Springs programmes and catering staff and volunteers. They will operate within the guidelines set out in the Policy and Procedures Document. The Kids Camp Organisational Chart can be found in Appendix 1.

Policies and operational guidelines are designed to meet the requirements for OSCAR approval and therefore Sections 25 - 27 of the Social Security (Childcare Assistance) Regulations 2004 and the Children's Act 2014, and will be fully reviewed at least every 2 years, with recommendations for change to be made to the Board. Procedures will be updated as required to reflect any legislative changes and current best practice. Any changes will be formally recorded in Board meeting minutes.

The Policy and Procedures Manual will be accessible to staff and parents/caregivers on the Living Springs website (www.livingsprings.co.nz).

1.0 Our Environment

1.1 Positive and Child focussed environment

Living Springs aim is to provide quality and affordable holiday kid's camps for campers aged 8 to year 8 (13 years old), through appropriate management and the engagement of dedicated and committed volunteer leaders, and staff.

We aim to provide a safe and enjoyable programme where the interests of the campers are catered for and that all campers and staff are treated with dignity and respect.

Kids connecting with nature, finding adventure, and making friends. Living Springs Kids Camp is an experience kids will never forget. Packed with fun and challenging activities, new friendships are formed, and memories made that last a lifetime. The Leaders are well trained and committed to providing the best care for the campers for the week. Living Springs has been running camps since 1973. Built on Christian foundations, Kids Camp is a has a positive influence on young people, encouraging and believing in the potential of every camper.

Living Springs website

- Our families and campers are welcome, included, and important.
- Whilst being based on Christian values, our programme will consider the ethnic, social, and cultural diversity of the families and campers attending.
- Our programme includes a variety of planned activities, often built around a theme, which is child focussed and appropriate to campers' ages and stages of development, involving both indoor and outdoor activities.
- Our programme is designed to make campers feel a part of a community, it builds self-esteem and confidence through trying new things.
- Our scheduled programme allows for some free play opportunities at which, games, sport and recreation, and quiet space is available.
- Our programme encompasses the needs of the campers by ensuring their social, emotional, and physical well-being is paramount.
- Parents and campers can contribute suggestions to the programmes content by emailing the Kids Camp Director whose contact details are available on the website.
- Information is available to all parents/caregivers in the Living Springs Office and on the Living Springs website.

1.2 Activities

The programme provides a variety of activities and experiences that will meet the campers' age and developmental needs.

The campers are encouraged to participate in all activities with their team, however the individual child's needs, emotional wellbeing and physical capability will always be considered. All adventure activities are managed by the Living Springs Programme Team, using some of the trained Kids Camp Leaders, and are delivered in accordance with the Living Springs Adventure Activities Department Safety Management System, which is Adventure Mark accredited.

During free time, there are a range of activities available, including but not limited to, games, reading, quiet time, recreational activities (trampolines, rope swing) and swimming pool.

- Activities in the programme will be designed by staff with camper's ideas and interests taken into consideration.
- The chosen activities will be based on the following aspects:
 - Is it introducing the campers to new experiences and activities.
 - What is the intended outcome of the activity (team focus, individual achievement)?
 - The space and equipment required to provide a safe activity.
 - The number of qualified / support staff required to assist in the activity.

An example programme schedule can be found in Appendix 2 of this manual.

1.3 Safe Premises

Living Springs Trust is committed to providing a safe environment for all. Every member of our team has a responsibility to themselves, their colleagues, our families, and the campers who come here, to ensure Living Springs is a safe environment to work in, visit and stay.

- Living Springs complies with Christchurch City Council requirements and the Building Act 2004.
- The current annual building warrant of fitness will be displayed in the entrance hall, always, with a copy filed in the building management files.
- The Living Springs Senior Management along with the Property and Facilities Manager, are responsible for the ongoing maintenance of the building and outside areas to ensure a safe physical environment. All hazards, breakages and maintenance issues are dealt with in a timely manner.
- The management of animals (predominantly concerned with the Farm Park) is under the direction of the Farm Park Manager. All aspects of Health and Safety, including the identification of risks associated with being at the Farm Park are covered in the

relevant AMPS (Action Management Plans) which form part of the Kids Camp Safety Management System.

- The Kids Camp Director and the Camp Administrator are responsible for Safety checks of the environment immediately prior to and during the camp and will report any hazards or breakages to the Living Springs Property Team immediately.
- The Kids Camp Director will ensure campers do not use any space or equipment which is deemed unsafe.
- Risk assessment and Hazard register of Living Springs property will be reviewed on an ongoing basis and updated when necessary.
- Action Management Plan exist for all adventure activities. They will be reviewed annually and updated when necessary.
- Kids Camp is permitted to use all areas of the Living Springs property. Outdoor areas will be used weather permitting.
- The campers will always be in sight and sound of a staff member or Kids Camp Leader.

1.4 Toilets

Living Springs provides toilet facilities in the main building and in accommodation areas and campers will always have access to suitable toilet facilities whilst out and about on the property and off site.

- The toilet facilities are checked daily by the Living Springs housekeeping team to ensure they are clean, operating and have enough toilet paper. Soap is always provided for campers to use and hand sanitizer is provided in the main corridor.
- During off site visits, staff will carry hand sanitizer and tissues in the instance that off-site toilet facilities are lacking these.
- Toilet facilities at Living Springs are not open to the public. Male and female toilets are separate, with a single unisex toilet also available.
- All campers are to inform their Leader when needing to go to the toilet so that the Leader is aware of the child's whereabouts.
- Campers are to attend to their own needs as much as possible.
- On an outing, the Kids Camp Director and Leaders are responsible for ensuring that any public toilet area is safe to enter before the campers use the toilet and a Leader is to wait outside.

1.5 Eating Areas

Whilst participating in the programme at main camp, campers eat all meals in Dining Room 1 which is kept specifically for that group. Campers are expected to participate in the set up and cleaning of the dining area on a roster basis to ensure it remains in a clean state for the next meal. This is done under the guidance of the Living Springs catering team, Camp Host and Supervisors.

During the programme campers may also eat a picnic lunch in the grounds of Living Springs and a BBQ at the farm park. When food is to be served outside of the main building, the appropriate methods of storing and transporting is used to ensure hygiene standards are maintained. A member of the Living Springs catering team will oversee all meals.

Living Springs caters to thousands of school and community groups per year and maintains its food handling, preparation, and storage standards to the highest degree.

Campers are served a balanced menu across the five days which includes plenty of healthy fruit and vegetables. An example of the meals that we serve can be found in Appendix 3 of this manual.

Other

- All dietary requirements can be catered for, including but not limited to, gluten free, vegetarian, lactose free, halal etc.
- The Living Springs Kitchen does not use or cook with nuts.
- Fresh water is always available in the main building, at Don's Shed and at the Farm Park.
- Crisps, lollies, and treats are often given as prizes.
- All staff, including the catering team, are informed of any campers with food allergies before camp begins.
- All food is purchased by the Head Chef through the Living Springs approved suppliers.
- All food is stored in the Living Springs storerooms, fridges and freezers which are out of bounds for campers when not supervised by Living Springs staff.
- All campers and staff wash and dry hands before handling or consuming foods.
- All campers help with the clean-up and in the wash up room.

1.6 Sleeping Areas

Living Springs Kids Camp campers predominantly sleep in one of our four bunkhouses. Details of the bunkhouses including the layout can be found in Appendix 4 of this manual.

When the numbers of campers attending increase significantly, the Harbour View accommodation area is used. Details of this area, including the layout can also be found in Appendix 5 of this manual.

1.7 Phone Services

The programme always has access to a working phone:

- There is broadband wireless internet access (with a code from Reception).
- During programme times and when the campers are based at the main camp, the Kids Camp Director will always carry a mobile phone.
- During programme times and when the campers are participating in adventure activities outside, on the Living Springs property, the procedures for communication will follow those as described in the Living Springs Safety Management System - Field Communication.
- For all off-site activities / excursions, the Kids Camp Director and all Leaders will carry a mobile phone which is charged and in credit.
- All parents/caregivers will have access to the programmes main number (Living Springs' number) as published on the Living Springs website. The 0800 number to contact a Living Springs staff member and the Kids Camp Directors mobile number for after-hours emergencies.
- Access by campers to phones is restricted and mobile phones are not allowed unless by prior agreement by the Kids Camp Director and in exceptional circumstances only.

1.8 Space

The Living Springs Kids Camp is based in the main building of the Living Springs property, with the use of all areas such as:

- Auditorium and its breakout rooms
- Dining Rooms 1 and 2
- Harbour View lounge area

This allows for adequate space, over several different rooms, for all activities held inside. As per the programme schedule, different areas are allocated to different activities.

Some areas will be used for a quiet space where quieter activities are available. A map of the premises can be found in Appendix 6. The camp also has full use of the outside spaces weather permitting, and the indoor swimming pool, bouldering wall and Farm Park.

Living Springs Kids Camps

2.0 Our Camp

2.1 Registration

Living Springs Kids Camp registration form must be completed on-line by parent/caregiver for each child before the child can come to camp. A new registration form must be completed for each camp, even when a child has been here before and one registration form must be completed per child. The registration form can be found on the website. A confirmation e-mail will be sent to parents with payment details and drop off time.

The registration form can be found in Appendix 8 and contains the following information:

- Child's name, date of birth and gender
- Child's age at the start of camp and Child's year at School
- Parent/Caregivers name, email address and phone numbers (home, work and mobile)
- Name of person unauthorised to collect the child from Camp.
- Two emergency contact details (not parent or caregiver - home, work, and mobile number)
- Health Problems or allergies (self-medicated, i.e., inhalers). Specify any medication or supplements which must be administered during camp (ongoing meds). Medical information and administration sheet in Appendix 8.
- Any disabilities
- Any behavioural issues which may require support.
- Dietary requirements
- Describing Child's personality
- Space for any other information deemed to be important/necessary by the parent/caregiver.
- Anyone who is legally not allowed access to the child.
- Confirmation that they have read and understood the declaration available on the website, see Appendix 18.
- Confirmation that they know they can view Kids Camp Policies and Procedures at the main office.
- Consent for Living Springs to administer paracetamol to the child if required.

- Intention to apply for WINZ for Childcare Subsidies, or other financial aid means, for this camp.
- Confirmation of fees to be paid.
- Drop off and pick up dates and times.
- Privacy Statement

Kids Camp is open to all campers between the ages of 8 and 13, regardless of where they live or what school they attend, and they must still be in primary/intermediate school.

Payments / Cancellations

- Fees are charged by the 'camp', for the full five days from 8.00am Monday to 3.00pm Friday. We do not do partial camps or payments as campers should stay for the entire week (except for illness or accident).
- All rates are available to Parents/Caregivers to view on the registration form on the Living Springs website.
- In the event of a cancellation of a child's booking to camp due to ill health or an unforeseen change in circumstances, the full amount paid may be refunded, or at the request of the parent/caregiver may be credited towards the next camp at the discretion of the Kids Camp Director.
- Parents/Caregivers are expected to contact Living Springs by phone or email prior to the start of the programme if their child will not be attending as per their registration.
- If a child is not brought to camp when expected, staff will to the best of their ability, attempt to contact the Parent/Caregiver to ascertain whether they will be attending. In this instance the camp registration fee may be forfeited.
- Last minute bookings will be taken on the proviso that there are still spaces available.

2.2 Attendance

Attendance is recorded at check in for each camp against the registration forms received. In the event of any no-shows, the procedures as outlined in section 2.1 will be followed.

The master attendance sheet is then amended to ensure an accurate roll for the camp, and any changes which may occur during the week (i.e., campers leaving due to illness) are made on the master list.

The accommodation sheet will be taken to the evacuation point in the event of an emergency. It is to be stored in the fire box in accordance with the Living Springs evacuation procedures.

2.3 Collection of and access to Campers

Living Springs will be responsible for the care of all registered campers from the time they are signed in on arrival until the parent/caregiver signs them out at the end of the programme. The sign-in/sign out sheet can be found in Appendix 10 of this manual.

- Parents/Caregivers are responsible for advising Living Springs during the programme, of any changes to collection details.
- Parents/Caregivers must sign out their child before they leave.
- In the attempted collection of a child by an unauthorised person, the Kids Camp Director will secure the safety of the child and contact the custodial parent for advice.
- In extreme cases, where there is concern for the wellbeing of the child, the Police or Oranga Tamariki must be phoned for advice and assistance.
- Staff will not release any campers to a person not on the registration form unless the parent/caregiver has directly notified the Kids Camp Director/Administrator otherwise.

In the event of a child not being collected from Camp the following procedure will be used:

1. Two staff will remain with the child at Living Springs until collected by the authorised person.
2. The Kids Camp Director will contact the parents/caregivers to collect the child.
3. If parents/caregivers cannot be located, the Kids Camp Director will contact the emergency contact numbers.
4. If parents/caregivers or emergency contacts cannot be located, the Kids Camp Director will notify the Living Springs Camp Administrator and the Police for advice and support.

2.4 Off-site Activities

All parents give authorisation for their child to be taken off site on excursions when they read the declaration form as part of the registration. Parents/caregivers are made aware of any off-site activities prior to camp. Not every camp has an off-site element. If they do, the following procedure will apply:

- Outings will be approved by the Kids Camp Director following a risk assessment of the activity.
- The management of all off-site activities will be in line with the Procedures below:
 - The Kids Camp Director, or a nominated adult, with the help of the Leaders, will check the roll to ensure all campers are present and ready before leaving the premises.

- If the camp is split into Junior and Intermediate campers for the excursions, then each group will be led by an adult which will either be Camp Director or Team Director.
 - Leaders will count campers onto the allocated transport (bus or cars).
 - Staff and Leaders will be spread throughout the transport to supervise behaviour and offer support as needed.
 - On arrival at the activity location, the campers will assemble in their groups with their Leader and the Leader will carry out a headcount of their team again.
 - All campers will be briefed on the outing plan before arriving.
 - Boundaries will be set when arriving at any outing venue, within sight and sound of a staff member or leader.
 - Campers will not play in car parks or alongside any unfenced boundary or near any road.
 - During the activity, the campers will be supervised by the appropriate number of staff and leaders.
 - On leaving a venue, each staff member and leader will carry out a roll call to ensure all designated campers are accounted for.
 - If a child is missing from the final roll check, venue staff will be notified and if any child remains unaccounted for within 20 minutes the parents and police will be contacted.
- Transport will be arranged using the most appropriate means, either an approved bus company or Living Springs' vehicles.
 - Along with the roll, medical information for each child, a first aid kit, appropriate clothing, spare water, and cell phones (Kids Camp Director and leaders) will be taken on each outing.
 - Ratios on outings will be a minimum of 1:8. For any activities near or on the water there will also be several Living Springs' staff which will also be first aid trained. Living Springs staff will also carry cell phones.
 - Public toilets will be checked before use making sure they are safe and free from hazards and a staff member will remain in the vicinity.
 - Each Leader will be responsible for the campers in their group (up to 8 campers) to ensure that they are adequately supervised.
 - Head counts and roll checks will be carried out at various times during the excursion.

2.5 Transporting Campers

When using a hired bus, it is the bus company's responsibility to ensure the vehicle meets safety standards, is warranted and the driver holds an appropriate licence. The Kids Camp Director will also do a quick visual check of WOF and registration and displayed information on the driver if available.

When using Living Springs' vehicles, it is Living Springs' responsibility to ensure the vehicle meets safety standards, is warranted and the driver holds an appropriate licence.

All campers will be seated for the journey and according with the vehicle seating limits as appropriate for the size of the vehicle.

Vehicle Breakdown

- The Kids Camp Director, or adult in charge, will in the first instance contact the Living Springs Camp Administrator to enable any necessary alternative transport to be arranged.
- The Kids Camp Director, or adult in charge, and the leaders will ensure the campers are always safe during delays.
- Head counts and roll checks will be carried out whilst waiting for alternative transport.

Vehicle Accident

The Kids Camp Director/Camp Administrator Leaders and the driver will:

- Contact the emergency services.
- Check all campers for injury and administer first aid.
- Comfort and calm the campers.
- Ensure the campers are always waiting in a safe place during the wait to get back to camp.
- Contact the Living Springs Camp Administrator to communicate the situation and to enable any necessary alternative transport to be arranged to get the campers back to camp.
- Take name, contact phone number, address, drivers' licence, number plate and insurance details of any other vehicle involved. Check damage to all vehicles and record.
- Take any information of any witness to the incident.

Back at camp:

- The Kids Camp Director/Camp Administrator will complete a full report on return to camp.

- The Kids Camp Director/Camp Administrator will inform parents/caregivers of the incident.

2.6 Complaints

Complaints may be made by any parent / caregiver / volunteer / Leader or child following the three-stage process below. All complaints are recorded in the relevant area in the Kids Camp file and copies are sent to all parties involved, including the outcome. Staff employed by Living Springs should follow the grievance procedure as outlined in the Living Springs Grievance Policy.

1. If a parent / caregiver / volunteer / Leader or child has a complaint about any aspect of the programme, in the first instance this should be directed to the Kids Camp Director, whether it is verbal or in writing. The Kids Camp Director will endeavour to resolve the issue to the individual's satisfaction.
2. If the complaint cannot be resolved, the parent / caregiver / volunteer / Leader or child has the option to forward the complaint to the Living Springs Camp Administrator in writing. If the Camp Administrator receives a complaint it will be dealt with within one week and a response will be given to the complainant following an investigation.
3. If the complaint cannot be resolved, the parent / caregiver / volunteer / Leader or child has the option to forward the complaint to Living Springs Senior Leadership in writing. If Senior Leadership receives a complaint it will be dealt with within one week and a response will be given to the complainant following an investigation.

If the complaint cannot be resolved within Living Springs, then the complainant can refer the complaint to the Department Ministry of Social Development.

If the complaint is against a volunteer leader or staff member the Kids Camp Director will report it to the Living Springs Camp Administrator. Complaints against leaders will be dealt with by the Kids Camp Director with the support of the Living Springs Camp Administrator. Complaints against Living Springs staff will be dealt with by the Living Springs Camp Administrator and Senior Leadership in accordance with Living Springs Policy.

Contacts

Bex Joseph
Kids Camp Director
03 329 9788/ 0278344938
bex@livingsprings.co.nz

Alex Lattimore
Camp Administrator
03 329 9788 / 0226762916
Alex@livingsprings.co.nz

Feedback is welcomed by all attendees/parent/caregivers via email to any of the above.

2.7 Behaviour Management

The purpose of this policy is to ensure that the campers on camp develop a strong sense of belonging in a happy, secure, and safe environment. Such an environment is free from verbal, emotional and physical harassment, where our value of respect, of self, others and property is apparent.

- Campers will be encouraged to be responsible for and reflect upon their own behaviour.
- Leaders are trained in behaviour management strategies during L.I.T. training and the weekend prior to each Kids Camp. Further details can be found in the Leaders Manual.
- Our guidelines for campers' appropriate behaviour are derived from the Living Springs values and are communicated to all campers.
 - Integrity: *Tell the truth and make the right choices*
 - Passion: *Give everything a go*
 - Innovation: *Always think, how can I do this better?*
 - Respect: *Of self, others, and property*
 - Commitment: *Always do what you say you are going to do*
 - Results oriented: *Think about the impact of what you are about to do before you do it!*
 - Inspired communication: *Listen to the stories, share with friends.*
 - Humour: *Above all have fun!*
 - Compassionate faith: *Take time to understand what your faith means to you.*
- Leaders and staff always maintain a positive approach with campers supporting and guiding them into interactions and activities with others which show consideration and co-operation.
- If a child's behaviour continues to be disruptive, anti-social or inconsiderate after all attempts at reasoning and discussion have failed, the following management process will

be followed by the leader (support will be given from the Kids Camp Director or Team Director as necessary).

1. The child will be given a warning. Explain what the unacceptable behaviour is, and what the expectation is. They will be told that if they don't change their behaviour, there will be some consequences.
 2. On the second occurrence, and in addition to the explanations given above, assign the child receives a consequence that fits the undesired behaviour.
 3. Should the behaviour not improve, the Kids Camp Director will contact the parents/caregivers of the child so that they can have a discussion with the child.
 4. Finally, a decision will be made for the child to be collected by the parents/caregivers. The child must be signed out at this stage as per the normal sign out procedures.
- At no time will punitive discipline be used. This includes punishing campers physically, withholding food or drink, abusive, demeaning, or condescending comments.

2.8 Cultural Issues

The Living Springs Kids Camp is committed to providing a safe and caring environment which understands and is sensitive to the multi-cultural background of the campers attending camp.

Any suggestions for ways in which we can integrate a multi-cultural perspective into the programme will be considered.

The camp is based on Christian values and a session each Day, called 'Sesh' is a story, games and music session based on those values. This Christian ethos is communicated to parents and caregivers through the website, advertising (e.g., KidsFest) and through direct communication with the Kids Camp or Living Springs team. Therefore, all parents and caregivers are aware of the Christian basis for the camp prior to registering their child.

2.9 Campers with Special Needs or Disabilities

Campers with special needs will not be excluded from the programme, if management is confident that the child's needs can be catered for, without negatively affecting the other campers and the child will benefit from being on camp.

- Parents are required to note any special needs or disabilities on the registration form.
- The Kids Camp Director and Living Springs Camp Administrator are responsible for discussing any needs with the parent/caregiver prior to accepting the registration to ensure the child's needs can be met by the camp. This will be done in the first instance over the phone. A subsequent meeting may be arranged for the parent / caregiver to visit Living Springs to discuss any physical or accessibility issues.
- The Kids Camp Director and the Living Springs Camp Administrator must feel confident that the camp can care for the child's needs.
- If additional suitably qualified staff are required, the additional costs may be required to be met by the parent, as a higher camp fee, unless funding can be sought.
- The Kids Camp Director will ensure that training for leaders is available to enable the camp to cater for Campers with specific needs where possible.
- Campers accepted onto camp with special needs will be reviewed after the completion of each camp to allow for the possibility of the needs of the child and/or resources of the camp changing.

2.10 Campers with Special Dietary Requirements

Living Springs catering staff cater for over 74,000 meals a year which includes meals to all our holiday and school camps. They are well equipped to deal with any dietary requirements from campers attending Kids Camp.

- The parent/caregiver documents any dietary requirements on the registration form.
- Once the final numbers for Kids Camp have been confirmed, all information collected during the registration process with regards to dietary requirements is collated together and given to the Head Chef so that the necessary menus can be created and any specific food required, ordered in (i.e. gluten free bread)
- Dietary information is also given to the camp nurse to ensure cases of allergic reactions are dealt with appropriately.
- Parents/caregivers are welcome to bring in any specific food/drink items which are required by the child during camp. These items are stored in the fridge / Chefs office, clearly marked with the child's name.
- There is an additional charge of \$5 per day to meet any extra costs incurred.

2.11 Missing/Lost Child Policy

- **If a teacher/parent/Kids Camp leader notifies you of a missing child:**
 - 1) Ask the child's name, what they were wearing, and where they were last seen.
 - 2) Notify a Duty Manager (Joseph, John, Andrew, Alex) of missing child.
 - 3) All available staff asked to report to the office or kitchen, whichever is nominated the base throughout the search.
 - 4) If child is missing at Farm Park/Don's Shed/O.C.C. then the Duty Manager will meet available staff at that location
 - 5) At least two adults should remain with the group.
- **At the base a duty manager will:**
 - 1) Pass out radios/first aid kits to search group or make sure they can be reached via cell phone.
 - 2) Assign areas to search beginning with closest to where child was last seen and fanning out in a radial sequence.
- **Once you're assigned a search area:**
 - 1) Thoroughly search area calling out child's name. Include all cupboards/under tables and beds when searching.
 - 2) Make sure you remain calm while searching, be thorough but quick.
 - 3) After each area has been searched report back to duty manager via radio or phone
 - 4) If needed duty manager will assign a new search area
- If a child is not found within 30 minutes after they are reported missing, the Duty Manager will notify emergency services.
- See Appendix 19 for full details.

2.12 Record Keeping

All Kids Camp records are kept in accordance with the following:

- All registrations are completed online in our Living Springs Venuelife system.
- Records of complaints are kept in the relevant Kids Camp file.
- Medical administration forms and Sign In/Out sheets are kept in the relevant Kids Camp file.

2.13 Overnight Management

Each cabin in the bunkhouses sleeps 8 people. If leaders are in a room with campers there must be a minimum of two leaders. If this cannot be managed leaders will sleep in another room (most likely right across the hall) to meet this requirement and have an open-door policy.

There will be a rotation of leaders patrolling the bunkhouses at night while the other leaders are off duty. The patrolling leaders will supervise the campers until the other leaders return to their bunks for the night. Therefore, there will always be an adult leader in each of the bunkhouses during the night.

Living Springs Kids Camps
Policies and Procedures Manual

3.0 Keeping our Kids Safe

3.1 Living Springs Safety Management System (SMS), Adventure Activities Department

Living Springs is committed to providing a safe and healthy environment for our employees, volunteers, contractors, visitors, and campers who participate in our adventure camps either through schools or our holiday Kids Camps.

All adventure activities undertaken by the Living Springs Kids Camp are managed under the Living Springs Safety Management System (SMS), Adventure Activities Department. The SMS is independently audited by AdventureMark. This SMS covers:

- Hazard Management
- AMPS forms for all activities (Action Management Plans) including moving around the Living Springs property from one activity to another.
- Emergency and Evacuation Procedures (All areas including adventure activity areas).
- First Aid (location of kits, qualified first aiders, first aid room).
- Incident reporting and recording.
- Field Communications.
- Staff / Supervision and Ratios for activities.
- Equipment and Clothing.
- Safety Checks.

The SMS also contains our Health and Safety Policy Statement.

The Living Springs Safety Management Team (SMT) sets safety standards for the organisation, monitors progress against those standards and provides guidance to all Living Springs Management and employees in safety issues. They are also responsible for maintaining the safe physical environment including all buildings.

The Living Springs Adventure Activities SMS is stored on the Living Springs server and in hard copy in the Outdoor Education office for ease of reference.

3.2 Living Springs Kids Camp Safety Management System

The Living Springs Kids Camp SMS contains the following information:

- AMPS forms for off-site activities and excursions when required.
- Emergency and Evacuation Procedures (Main Building).
- Pre-Camp Safety Check (furnishings, environment).
- Storage of Medicine.
- Dispensing Medicine.
- Dealing with Unwell Campers.
- Smoking Policy.
- Sun Protection.

The Living Springs Kids Camp SMS is stored in full on the Living Springs. Key policies and AMPS forms are also available for parents and caregivers to view on the Living Springs website.

3.3 Emergency Evacuation Drills

Emergency Evacuation Drills are gone over prior to camp with leaders.. The purpose of this is to reinforce the role and responsibilities of the leaders during an emergency evacuation.

Full Emergency Evacuation Drills are carried out with all staff, leaders, and campers once per camp, ideally within the first 24 hours of check in.

4.0 Protecting the Kids in our Care

Living Springs' staff and Kids Camp volunteers, have a duty of care in respect to the campers enrolled in our holiday programme. This means we should use due care towards others to protect them from unnecessary risk of harm, abuse and exploitation whilst participating in our Camp. All possible care is taken to ensure camper's wellbeing and safety and to act without negligence.

4.1 Children's Act 2014 Statement

Living Springs Kids Camps are committed to the safety of the campers in our care and to the prevention and recognition of abuse of campers and young people. Our policy is based on the following principles:

- The welfare of campers is our primary concern.
- All campers, whatever their age, culture, disability, gender, language, racial origin, or socio-economic status have the right to protection from all forms of harm and abuse.
- Child protection is everyone's responsibility.
- Campers have the right to express views on all matters, which affect them, should they wish to do so.

All staff and volunteers will be familiar with the Children's Act 2014 through education and training.

Policy Objectives

The aim of this policy is to promote good practice through:

- Promoting the health and welfare of campers by providing opportunities for them to take part in all programmes and activities safely.
- Respecting and promoting the rights, wishes and feelings of campers.
- Promoting and implementing appropriate procedures to safeguard the well-being of campers and protect them from abuse.
- Recruiting, training, supporting and supervising staff members and volunteers to adopt best practice to safeguard and protect campers from abuse and to reduce risk to themselves.
- Requiring staff and volunteers to adopt and abide by the Children's Act 2014 and procedures.

- Responding to any allegations of misconduct or abuse of campers in line with the Policy and Procedures as well as implementing, where appropriate, the relevant disciplinary and appeals procedures.
- Regularly monitoring and evaluating the implementation of this Policy and procedures.

4.2 Training

All Kids Camp volunteer leaders undergo training in the Children's Act 2014 as part of their training weekend. Training takes place during the weekend prior to each camp (four times a year). When possible, a special training occurs outside of the normal before camp training. There is a L.I.T. Program for aspiring leaders that are not of age yet that is twice a year. See Appendix 11 for more information on Leader's training.

Kids Camp Leaders and Living Springs staff training includes:

Introduction to the Children's Act 2014

Abuse prevention

Recognising indicators of abuse (early intervention)

Procedures for recording and reporting concerns about abuse - Abuse recording / reporting form

Staff and volunteers code of conduct

Kids Camp Director Training includes:

All the above, plus

Reporting concerns to a statutory agency

Responding to suspicions or allegations against a staff member or Kids Camp Leader

4.3 Prevention

Staff and volunteer leaders will take practical steps to protect campers while they are on Kids Camp. Staff and leaders will be aware of where campers are always, and what they are doing, and will be similarly aware of what other staff and leaders are doing. The publicised programme of activities provides a framework for that knowledge. Supervision procedures are in place to protect campers. These include ensuring that:

- During scheduled activity time, campers are in designated areas where supervision is adequate for that activity (based on ratios set in the AMP's).
- During scheduled free time, campers are in designated areas where they are supervised by no less than two staff members or leaders in each area.

- When campers are in their cabins, or at other quiet times, campers will not spend any one-on-one time with staff or leaders behind closed doors.
- All visitors must report to reception and sign in, with date and time, and will sign out again at the end of their visit, unless they have been previously police checked by Living Springs.
- Visitors will be introduced and escorted around by a nominated member of Living Springs staff or leader, they will always be with a member of staff or volunteer and will not have unsupervised interaction with campers.
- At times when there are other groups using Living Springs facilities, the Kids Camp staff and leaders will ensure campers are always within sight of a staff member / leader.

4.4 Early Intervention

Living Springs staff, the Kids Camp Director and Kids Camp Leaders are trained to understand the early warning signs for abuse or neglect and are encouraged to listen to campers carefully about their concerns. In turn, all Staff and Leaders will never question a child about suspected abuse, or disclosed abuse, and must discuss any concerns with other senior staff or management who will determine:

- if advice will be sought from Child, Youth and Family.
- if a report of concern will be made to Child, Youth and Family or the Police.
- if any other action will be taken.

4.5 Disclosure of Abuse by a Child

If a child discloses to a volunteer or member of staff that they have been subject to abuse by anybody the following must be adhered to as outlined in Appendix 12:

- The member of staff or volunteer will listen carefully to the allegation of abuse.
- The member of staff or volunteer will never question a child about the abuse.
- The member of staff or volunteer will record accurate notes about the factual events, including who was present, time and date on the Living Springs Abuse recording / reporting form.
- These notes will be passed directly to senior management.

4.6 Reporting Concerns to a Statutory Agency

We recognise that as a member of the public any staff member has the right to report abuse directly to the police or Child, Youth and Family, in accordance with Section 15 of the Campers, Oranga Tamariki Act 1989. However, in most circumstances it is expected that the staff member will follow internal procedures (as per the flowchart) for discussion with a senior member of staff and/or the Child Safety Advocate and record concerns first on the Abuse recording / reporting form. Staff will usually advise a senior staff member or management of

their concerns so decisions can be made as to who will seek advice from Child, Youth and Family or the Police to find out what steps should be taken.

The wellbeing and safety of the child will be the primary concern when any decision or action is taken regarding concerns about a child's wellbeing. Staff and the Kids Camp management do not need parental permission to report their concerns.

4.7 Responding to suspicions or allegations against a staff member or leader

Staff, volunteer leaders and managers must know how to respond to suspicions or allegations against a staff member or leader. Procedures to be followed are contained in the flowchart "Living Springs reporting process for suspicions or allegations against a staff member or leader" Appendix 13 and include:

- the process to be followed if staff or leaders suspect another staff member or leader has abused or has an inappropriate relationship with a child.
- that staff and management always act in the best interest of the child concerned and are not acting to protect Living Springs or Living Springs Kids Camp.
- how staff will be treated and supported so that they feel safe to raise concerns about child abuse.
- that staff will be advised of their rights to seek independent legal advice.

4.8 Code of Conduct (Kids Camp Volunteer Leaders)

There is a written code of conduct that is signed by all leaders Appendix 14, that includes:

- expectations for communication between staff and conflict resolution.
- how staff will communicate their whereabouts and actions to each other, noting that they should not be alone with an individual child.
- that staff maintain a professional relationship with a child or young person and that boundaries do not become blurred e.g., by cultivating a relationship with a particular child, young person, or family outside the programme.
- awareness of all policies and procedures.

Living Springs Kids Camps
Policies and Procedures Manual

5.0 Safe Supervision

5.1 Adequate Supervision

The Living Springs Kids Camp will be supervised by the required ratio of campers to leaders for each camp.

The following guidelines apply for supervision:

- No staff member or leader is to be left alone with one child when out of sight of other members of staff / leaders.
- Each team has two leaders, one of which must be over the age of 16, and one must be at least 15. This allows two leaders to be responsible for 10-12 campers to allow close teamwork and supervision. Where one leader is aged under 16 years they are not counted in the overall minimum ratio for Camp. Therefore, the average ratio of 1:6 will normally apply.
- A minimum ratio of 1:10 shall apply at Living Springs.
- On any outings, a minimum ratio of 1:8 shall apply unless the risk assessment undertaken for the activity has highlighted a need for a higher ratio of staff to campers.
- There will always be two staff members / leaders over the age of 16 supervising the swimming pool (not swimming). Cell phones may be taken into the pool area by the leaders for the purposes of emergency calls, however, must not be used whilst supervising.
- The Kids Camp Director and Camp Administrator is a member of the Living Springs staff.
- In case of illness or unforeseen emergency on the part of the Kids Camp Director, the Team Directors will also be over 18 years of age and will assume responsibility for the camp, with support from Living Springs staff. They will also report through to the Living Springs Camp Administrator.
- Campers must be in sight and sound of a staff member or leader and in verbal communication through clear use of boundaries, rules, and appropriate staffing.
- Staff and leaders will communicate via cell phones and radios when out and about on the Living Springs property.
- Boundaries are put in place to ensure campers play in safe areas.

- Campers are not allowed to play in areas that may cause harm such as in the car park or on the main driveway.
- All boundaries are told to the campers on arrival.
- On an off-site activity/ excursion, all boundaries are to be told to the campers on arrival at the site and reinforced during the outing.

5.2 Staff Skills

All staff at Living Springs, and volunteer leaders engaged by Kids Camp are given the skills, knowledge, and confidence to adequately fulfil their roles through effective:

- Recruitment
- Training,
- Management

All staff use the Living Springs or the Kids Camp Code of Conduct as a guide to acceptable values and behaviours and understand what is expected in their roles through comprehensive position descriptions, contracts and/or volunteer agreements.

Leaders' applications are made online via the website. The Reference check form in Appendix 16 is used when two references are contacted for new leaders. Leaders that come up through the L.I.T. program need not be reference checked. All leaders must answer interview questions that help to determine whether they are suitable to be a leader.

See the Leaders Manual for information and details on the content of the leader training.

5.3 Overnight supervision

Living Springs Kids Camp uses the accommodation areas of the bunkhouses and when numbers require it, Harbour View.

Procedures for overnight accommodation are:

- All cabin occupants are of the same gender.
- All cabin occupants are of the same or very similar age.
- The ratio for night-time supervision is 1-6, not necessarily in the same room. If leaders are sleeping in the room with campers there must be a minimum of 2 leaders.
- A leader will never be in a room alone with a camper with the door shut.
- In case of sickness or other emergency, campers contact one of the leaders in their area who will deal with the situation, informing the Kids Camp Director of any issues.
- Each bunkhouse has an allocated fire warden who will take charge in the event of an emergency evacuation.

5.4 Sun Protection Policy

Living Springs Kids Camp promotes sun safety for campers, staff, and volunteers. The camp team will supply sunscreen for campers, staff and volunteers to use during the summer camp, however it is asked that campers bring personal sunscreen to apply at any time during the camp.

- Parents are asked to send their campers to camp with sunscreen if an allergy is identified for their child's personal use.
- Staff and volunteers will supervise application of sunscreen prior to exposure to sun using camp sunscreen.
- The sunscreen is to be applied by leaders dispensing sunscreen posted at the dining room exit after morning tea, lunch, and afternoon tea. In the situation of an off-site activity or packed lunch activity this procedure will still be followed but amended to suit the location and situation.
- Campers are required to bring sun hats with brims to the summer camps and leaders are to always enforce this when campers are outside.
- Staff and volunteers are to wear sun hats and apply sun block for their own protection following the same rules as the campers.
- Singlets are to be banned with campers and leaders only to wear t-shirts. If a camper is extremely easily burnt they will be required to bring a long sleeve t-shirt.

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Policies and Procedures Manual

6.0 Managing Camp

The Living Springs Kids Camp is committed to ensuring that all staff and volunteers involved in the Camp are competent and possess the necessary skills to deliver the programme and support the campers who take part.

6.1 Recruitment

All Living Springs Kids Camp volunteer leaders are recruited in accordance with the Living Springs Kids Camp Recruitment Policy below. All job positions at Living Springs Kids Camp are deemed to be core children workers and all means of checking and risk assessment of potential leaders will be to standard required for core children workers as prescribed in the Children's Act 2014. The recruitment and retention of all volunteer leaders is the joint responsibility of the Kids Camp Director and the Living Springs administration team.

Volunteer Leaders Recruitment Policy

- All Leader vacancies are advertised on the Living Springs website and Facebook page and are also advertised through CYS and other networks.
- All applications are made on the Living Springs Kids Camp Leader application form and are discussed with the Kids Camp Directors and Administrators.
- Applications for new leaders are jointly reviewed, looking for: previous experience working with campers; their maturity and judgement capabilities important to caring for other people's campers; quality of personal presentation and language; and an affinity with the purpose and values of the camp.
- Potential new leaders are interviewed if Living Springs feels it requires more information than already received from initial interview questions.
- References (at least two) and Police Vetting (if applicable) is undertaken.
- Successful volunteer leaders are notified.
- Applications from returning leaders will be considered from their previous end of camp feedback, current training status and continued desire to be a leader.
- Pre-training information, Volunteer Agreement and Code of Conduct are sent out.
- Training dates and requirements are confirmed.

6.2 Reference Checks

All volunteer applicants will be required to provide the names of at least two referees, one of which must not be family (i.e., pastor, youth leader, employer, and teacher). It is the responsibility of the Kids Camp Director and/or Living Springs administration team to contact both referees for verification of the volunteer's suitability to work with campers and be a leader at Camp.

6.3 Police Vetting

Police vetting is carried out by the Police Licensing and Vetting Service Centre.

All Staff employed at Living Springs, in any capacity, are police vetted prior to their employment commencing (or as soon after as practicably possible) and at 3 yearly intervals thereafter. All current police vetting reports are kept on employee personnel files.

All Kids Camp volunteer leaders aged 16 or over are police vetted prior to them commencing camp. Those leaders who have already been vetted from a previous camp, and are returning to lead another camp, do not need to be police vetted again unless the period elapsed since the vetting was completed exceeds three years. Leaders' information is held on file at Living Springs and is kept updated.

Living Springs or Living Springs Kids Camp will not employ any person who has a conviction for violence, sexual crimes or for any offence involving the harm or exploitation of campers.

Volunteers under the age of 16 years cannot be police vetted; however, they are still recruited as volunteers after a satisfactory reference has been obtained. Volunteers under the age of 17 are always in an environment where supervision is provided.

6.4 Training

Living Springs Kids Camp is committed to providing adequate training and support for all staff. The Kids Camp Director, with the support of the Living Springs administration team and the wider team, is responsible for:

- ensuring continuous leader training is carried out throughout the year and prior to each camp.
- ensuring that the content of that training meets the requirements as set out in this manual as a minimum.
- pay for any relevant Oranga Tamariki / Oscar Network training required for the Kids Camp Director and or Team Directors to ensure professional development is ongoing.

6.5 Code of Conduct

All volunteer leaders at Living Springs Kids Camps are given a copy of the Kids Camp 'Code of Conduct'. This is read and signed along with the Volunteer Agreement. Staff employed by Living Springs, have a different Code of Conduct.

6.6 Employment Agreements / Volunteer Agreements

The Living Springs Kids Camp Director and the Living Springs administration team ensures that best practice is adhered to with regards to the recruitment and retention of volunteer leaders. All volunteers sign an individual volunteer's agreement which sets out expectations. Copies of the volunteer's agreement can be found in Appendix 17.

Living Springs, ensures that best practice is adhered to with regards to the employment and management of staff and for compliance with all aspects of employment legislation. All Living Springs employees are employed under Individual Employment Agreements and have an individual position description outlining their duties.

6.7 Staff and Volunteers Responsibilities

All Living Springs Staff have a personal position description which describes in full their duties in their role. This is read, the staff member is given the opportunity to discuss the content or ask any pertinent questions, and this is signed with their employment agreement.

All Kids Camp Leaders have their responsibilities outlined in their Agreement and in their leaders manual.

6.8 Financial Management

The Living Springs Board of Trustees and Senior Management oversee all financial accountability of Living Springs operations, including Kids Camp. Financial accounts are prepared each year and audited by an external auditor and are available on request.

The fees collected from parents/caregivers for attending camp covers:

- Food
- Accommodation
- All in-house activities
- Living Springs staffing costs

6.9 Accounts

The registration form states that all fees for Kids Camp must be paid in full prior to the child arriving at camp. If this has not been done, the parent/caregiver can pay on arrival/check in.

Fees can be paid by cash, credit card, online payment or eftpos. Living Springs bank details are provided on the registration form. The Living Springs accounts team manage the bookings of campers onto camp and record payments made to the bank account.

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1.0	May 2013	Emma Ward, Fundraising Manager	Kids Camp Director Jon Ward, Operations Manager	
1.1	Feb 2014	Wendy Duggan	Camp Administrator	
1.2	Mar 2014	Wendy Duggan	Camp Administrator	
1.3	Mar 2016	Wendy Duggan	Camp Administrator	
1.4	Feb 2017	Wendy Duggan	Camp Administrator	
1.5	April 2017	Wendy Duggan	Camp Administrator	
1.6	March 2019	Wendy Duggan/Alex Lattimore	Camp Administrator Camp Director	
1.7	March 2021	Alex Lattimore	Camp Administrator	
1.8	May 2022	Alex Lattimore	Camp Administrator	
1.9	November 2023	Alex Lattimore	Camp Administrator	