



**Teen Leadership  
Programme  
Policies and Procedures**

## **Contents page**

<b>Section</b>	<b>Clause</b>	<b>Page Number</b>
<b>1</b>	<b>General – Guiding Principles</b>	3
	Objectives and Management	3
	Cultural Issues	3
	Behaviour Management	4
	Activities	5
	Space	5
<b>2</b>	<b>Operations</b>	6
	Programme hours	6
	Enrolment procedures	6
	Collection of and access to youth	6
	Attendance	6
	Youth with special needs	7
	Transport	7
	Phones	7
	Confidentiality	7
<b>3</b>	<b>Programme content</b>	8
	Excursions	8
<b>4</b>	<b>Health and safety</b>	9
	Programme supervision	9
	Staff Training	9-11
	Hazards and risk management	12
	Accidents/emergency procedures	12
	Unwell participants	13
	Prevention and suspicion of child abuse	13
	Medication	14
	Food	14
	Building and facilities	15
	Toileting	15
	Smokefree Policy	15
	Emergency and disaster procedures	15
<b>5</b>	<b>Compliments, suggestions, complaints</b>	16

## **1      General**

The purpose of these policies and procedures is to:

- provide a guideline for the wellbeing and safety of the youth attending the programme
- provide information about the programme and its operations
- communicate policies and procedures for parents/caregivers, sub-contractors and staff to ensure the programme can meet its objectives
- set procedures to be followed to ensure consistency of application

Copies of these policies will be made available to parents/caregivers and staff at all times.

### **Programme Objectives and Management**

The programme aims to provide a safe, stimulating and positive environment which caters for youth of different ages, genders and cultural backgrounds while attempting to encompass individual needs and interests. These policies will be reviewed annually by 3 Flying Pigs Limited and updated as required.

The Programme is managed by a Director who represents various sub contracted activities. Supervision of the programme is the responsibility of the 3 Flying Pigs Director who must approve all policy, financial reports and budgets, monitor expenditure and set limits on how much spending can be delegated. We are operated by volunteers and sub-contractors.

It is the 3 Flying Pigs Director's responsibility to:

- ensure clear and accurate financial records are kept, set budgets, arrange for the annual auditing of accounts and ensure the programme is financially sustainable
- ensure employees are managed according to best practice and/or legislative requirements

3 Flying Pigs Limited may delegate certain tasks and responsibilities to the Director or other employees as appropriate.

### **Cultural Issues**

The 3 Flying Pigs Youth Leadership Programme will remain "open minded" when it comes to cultural issues regarding its programme. The programme will not discriminate nor exclude against any youth or its family based on their ethnic, social and/or religious background.

Upon induction of staff it will be explained to them that the programme does cater for a variety of different youth and that our best effort must be given to show respect and sensitivity toward any cultural differences that they are not familiar with.

Any major cultural issues will need to be explained on the enrolment form so it can then be explained to all staff so that they are aware of it. Any other smaller things that might be noticed by a staff member or which otherwise arise during the programme will be discussed at the end of the day in the debrief meeting by the programme manager.

## Behaviour Management

The programme will be designed to ensure that participants experience an environment where they are safe, secure, respected and their dignity is protected.

- At the beginning of the programme, staff and participants will formulate a set of rules and boundaries for the programme and discuss the consequences of breaking the rules
- Programme rules will be based on respect for each other, staff and equipment
- Staff will encourage participants to comply by outlining what is expected of them and explaining the consequences of disobeying. Positive reinforcement will be used at all times and a stimulating and varied programme will be provided to ensure against boredom.
- Participants will be supervised by at least 2 adults during all activities.

This programme is a journey of self-discovery for each and every participant. We are committed to providing the best opportunity we can to allow the participant to develop their character and leadership. In order for us to be able to do this, the participant must have made the commitment to take part. Our aim is to have everyone on the programme by choice, and if the participant does not want to stay on the programme, we request the parent/guardian of the participant, remove the participant so as not to compromise the experience of others.

Participants are expected to abide by the following code of conduct:

- Inform any member of 3 Flying Pigs Limited or an associated facilitator of any medication they are taking that is not on their medical form
- Comply with all safety instructions given
- Respect the facilitators and other participants
- Not use offensive language towards any facilitator or participant
- Not use any threatening behaviour toward any facilitator or participant
- Not to engage in sexual activity during the programme
- Not post any images or comments on any social media site that may give a negative impression of 3 Flying Pigs Limited
- During the course of the programme refrain from using personal devices (eg. mobile phones, camera, iPod) unless otherwise permitted by the programme facilitators.

The behaviour of the participants on the programme is to be managed in a positive manner that enhances the development of each participant and contributes to positive self-esteem.

If at any stage of the programme a participant is behaving in a way that affects the safety and wellbeing of the programme participants, either physically or mentally, they will be dealt with in a firm but fair way. The procedure for this is as follows:

- Participant spoken to depending on the nature of the incident
- Participant asked to refrain from behaviour that is not acceptable
- If behaviour persists the participant will be taken away from the activity, but remain within sight and watched carefully
- If, when they are reintroduced into the programme, the unacceptable behaviour is still ongoing, then parents/caregivers are notified and advised what is acceptable behaviour and what is not.
- If the participant still persists in the behaviour that is threatening other programme participant's safety and wellbeing, they will be removed from the programme.

When participants are in conflict with each other, staff will encourage them to resolve the situation themselves and aid them by making suggestions on how to do so. At no times will punitive discipline be used. This includes punishing participants by physical hitting, withholding food or drink, or abusive, demeaning comments. Participants will only be physically restrained if their or another person's immediate safety is at risk and verbal commands have failed.

### **Activities**

The programme will provide a safe, varied and stimulating programme that aims to meet the developmental, emotional, intellectual and physical needs of the participants. Where possible the programme will be planned with input from target participants (evaluation forms etc).

Equipment will be well maintained and will be age appropriate.

The programme will be reviewed at the end of each session. A debrief will be held after each day and a full debrief will be held at the conclusion of the programme.

The 3 Flying Pigs Youth Leadership Programme offers many activities some of which are games, workshops, cooking, adventure sports, self-defence, fitness, nutrition, creative arts. Programme activities must be run with sufficient sensitivities to allow for diverse cultural and religious sensitivities and for the ages of the participants.

### **Space**

There is plenty of space at each venue for the number of participants in the programme. There is enough space for indoor activities, cooking stations and physical movement when we have use of the downstairs facility of GRID/AKL, including main conference space, meeting room, kitchen and toilets. For excursions planned offsite from GRID/AKL, appropriate staff and participant ratios are considered depending on the excursion, where the minimum requirement is 1:10 ratio. There will also be a quiet space available for participants who may need it.

## **2      Operation**

### **Programme hours**

The programme will operate from 8.30am to 5:00pm Wednesday to Friday during the second week of the holidays after the third term of 2015.

### **Enrolment Procedures**

All parents/caregivers and participants must complete the enrolment form before the participant can participate in the programme. It is the parents'/caregivers' responsibility to inform the programme manager of any changes to details. We need to collect and update the following information:

- Child's name, address and home and mobile phone number
- Parent/guardian's names, physical and email address, and work, home and mobile phone numbers
- Two emergency contacts
- Health problems, fitness levels, dietary requirements, allergies and instructions for any medication
- Criminal history
- Any other information necessary to provide proper care

### **Drop off and pick up**

Parents/caregivers are expected to sign the participant in and out of the programme. Parents/caregivers are expected to contact the programme manager before the beginning of the programme if the participant will not be attending. Parents/caregivers are expected to inform the programme manager if they will be dropping the participant off late or picking them up early. Participants will wait inside the building for collection at the end of every day and will be released when the register has been signed by the nominated collector. If the group is not in the GridAKL and the participant is being picked up, parents/caregivers must make sure that the staff know the participant has been picked up based on prior arrangement and they have been signed out.

### **Attendance**

The following steps will be taken if a child does not arrive at the programme without prior arrangement or notification:

1. Parents/caregivers will be telephoned by programme staff
2. If parents/caregivers are unavailable, emergency contacts will be telephoned
3. Local police may be contacted if there is still concern.

Formal attendance checks and head counts will be made regularly and often during the day. If a participant is missing, the following procedure will be followed:

1. Staff will conduct a thorough search
2. Parents/caregivers will be contacted
3. If a participant is not found, the police will be contacted.

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

1. Two staff members will remain with the participant
2. Parents/caregivers and emergency contacts will be contacted
3. If there has been no contact with the parents/caregivers or emergency contacts within one hour of the programme closing, the participant will be taken to the nearest police station. A note will be left at the GridAKL indicating where the participant has been taken.
4. Parents/caregivers must inform staff in writing prior to the participant being picked up if a person who is not listed on the participant's enrolment form will be collecting the participant.

Staff will not release a participant to any person who is not identified on the enrolment form without written permission. If an unauthorised person comes to collect the participant, parents/caregivers will be contacted for authorisation. Written permission, or a phone call to the programme manager must be given for participant to leave the programme unaccompanied. If done by phone it must be followed up in writing.

Only invited visitors, people nominated on the participant's form and the team of programme staff will have access to the participant during the hours of the programme.

### **Youth with special needs**

Youth with special needs will not be excluded from the programme and efforts will be made to ensure they are able to be included. However the programme manager must be confident that the youth's requirements can be catered for without negatively affecting the other participants and also can ensure that the youth will benefit from being at the programme.

Full information about the youth's requirements including medication, diet and supervision, must be obtained from the parents/caregivers in writing and be included with the enrolment form. It is the programme manager's responsibility to ensure that all staff and volunteers are fully aware of the youth's requirements and that they feel confident to provide the necessary care. The programme manager may need to consult with the parent/caregiver to identify the level of support required. If the youth requires a support person, the parent/caregiver must ensure one is present. This will be made effective via information sharing with all parties to ensure the needs of the youth are being met and the process of integration is facilitated. Any extra cost incurred will be at the expense of the family/caregivers enrolling the youth.

If the youth will require further special aids, for example modified facilities, extra staff or staff training, the programme manager will consider this on a case by case basis and every effort to include the youth within the limits of the resources of the programme will be made.

### **Transport**

Parents/caregivers will be aware of the days the participant is going on an outing in a vehicle. Bus/van drivers will have a full clean driver's license and be over the age of 18 years of age, and will drive with maturity and responsibility. Participants will wear correctly fitting seat belts at all times if provided. When on the bus the correct bus procedures will be followed. The programme manager will brief the participants of the correct procedures before entering the bus.

Roll calls will be taken regularly during the outing.

Appropriate equipment eg. first aid kits and mobile phone are required for each excursion

If an accident or breakdown occurs while on an excursion, the driver will immediately contact the programme manager. The programme manager will either phone/text parents/caregivers or is there to explain the situation to parents when they arrive.

The driver must always be contactable by mobile phone if required.

### **Phones**

There are two phones available at the premises, and at least one phone will be made accessible at all times. A member of the staff will carry a mobile phone on all outings.

### **Confidentiality**

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

- No information is shared except with the owner's permission or as required by legislation, for example, Health and Safety Act. All files holding information will be duly secured and kept from the access of unauthorised persons.
- All personal information shared in discussion between staff or at meetings is to remain between those persons.
- All sensitive and personal conversations including telephone conversations shall be held discreetly and in private.

### **3 Programme Content**

The service will provide a safe, varied and stimulating programme that meets the developmental, emotional, intellectual and physical needs of the participants.

The programme will be reviewed at the end of each programme by 3 Flying Pigs. Wherever possible the requests of parents/caregivers will be incorporated into the programme planning design.

Activities such as some of the following will be available over the course of the 3 days:

- a cooking class
- a self-defence workshop
- an adventure day
- an innovation workshop
- a creativity workshop
- a fitness and nutrition workshop
- a body language and presenting workshop
- a social responsibility workshop
- 

Participants will be advised of the daily activities in the morning for the programme. Participants will be encouraged to participate in planned activities.

Equipment will be well maintained and will be age appropriate.

#### **Excursions**

Youth will not be allowed to participate on an excursion unless parents/caregivers have signed the enrolment form. Parents/caregivers will be notified in advance of all activities planned away from GridAKL.

Parents/caregivers will be informed of the mode of transportation. Parents will be informed before the participants are transported in private vehicles. Vehicles used to transport participants must comply with all mandatory legal requirements. All drivers must hold a current, clean driver's licence and must agree to drive safely and maturely.

Participants will be put into groups with one adult whose primary responsibility will be the safety of that group. Where there is access to water participants will be supervised at all times by an adult who is trained in water safety and resuscitation. Instructors with recognised qualifications and/or recognised agencies will be used to instruct all outdoor pursuits.

A written risk analysis will be made of all excursions and the appropriate forms completed. This will include emergency procedures and staff responsibilities during emergencies. A contingency plan will be prepared beforehand for all excursions in case of bad weather.

The participants will be organised in a "buddy system" when on walks with at least one adult in the rear and one adult leading. Where there is a road to cross pedestrian crossings will be used, if they are available.



## **4 Health and Safety**

The programme will take place in a safe and healthy environment, suitable for the care of participants and for the needs of the staff and volunteers. At all times the well-being and safety of the participants is foremost. All relevant legislation will be adhered to.

### **Programme supervision**

The staff/participant ratio will be as follows:

- a minimum of two staff with participants at any time
- at Grid/AKL 1:10
- on excursions 1:10
- excursions near water 1:6

The programme manager is responsible for ensuring that all participants are supervised according to the above ratios at all times.

Participants will be informed of the boundaries they are expected to stay within at all times and must inform an adult when they are going to leave the area (to go to the toilet, etc). The boundaries for going outside must be clearly defined to participants by staff and participants must stay within the defined boundaries at all times.

The programme manager must be in attendance at the programme during operational hours. Responsibilities are managing the programme before the programme begins, being the first port of call for parents/caregivers and staff.

### *Staff/Volunteer Age*

Any staff member/volunteer/contractor must be an adult 20 plus years. In addition to meeting the ratio requirement above, the maturity, experience, training and qualifications of staff must also be considered when ascertaining appropriate staffing for the nature of the programme and the activities being offered.

Certain situations require a higher staffing requirement than the minimum ratios above, for example, attendance at the programme by a child with special needs. In addition, some high risk activities may require staff with specialist experience or qualifications such as water safety.

### *Attendance Records*

Clear records of attendance will be kept daily. Parents will sign the participant in upon arrival and then upon leaving at the end of the day. Staff must know at all times who is at the programme and where the participants are. These attendance records will also be of assistance to emergency services if required.

### *Written Risk Management Assessments (RAMs)*

Risk management assessments are collated and kept on file within the Health and Safety folder.

Subsequently those RAMs that are directly related to the activities and excursions that will be on the programme (eg. Rock climbing, outdoor activities etc) are reviewed before every programme.

All staff involved in a particular activity must sign to acknowledge they have read and understood the significant hazards (RAMs) surrounding that activity.

### **Staff Training**

Staff refers to both paid and voluntary staff on the programme. Policies and procedures are required to be met by both paid and voluntary staff.

Staff will be given a run down on health and safety policies and procedures, where they will be informed about the significant hazards, risk management, and emergency procedures that are pertinent to the programme. During the implementation of the programme, staff are again briefed at the start of each day re the day's potential hazards and management plans. These practices are also reviewed at the end of each day (ie at a

debrief meeting) where all staff are encouraged to review health and safety practices and suggest improvements where applicable.

All staff will be given a copy of the “code of behaviour” which outlines appropriate behaviour, supervision, discipline and the prevention, detention, and reporting of child abuse.

Overall awareness of health and safety policies and practices are continually reinforced.

#### *Training*

- Where relevant, staff will be offered training opportunities
- All facilitators will have experience and/or training in school age childcare or recreation.
- 3 Flying Pigs will train as many staff as finance will allow yearly in St. Johns first aid certificates
- The programme manager is responsible for ensuring all paid staff are sufficiently trained in behaviour management, health and safety, recognising and responding to suspected child abuse, emergency procedures, child management and all venue policies to ensure the safety of the children/youth at all times
- New, young or inexperienced staff will receive adequate support and supervision
- Staff are given the Policies and Procedures manual to study
- An attendance register will be kept at training events, stating what the training is for and who is there, this will then be kept on each individuals file

#### *Performance Management*

An appraisal of staff (including volunteers) will be the responsibility of the programme manager. Appraisals will be carried out annually for each staff member with the sole intention of increasing awareness of their performance and to ensure a high standard of care at the programme. Appraisals may be carried out earlier than the one year period. This is likely to be the case with new and voluntary staff.

#### *Police Vetting*

A police vetting form will be carried out for all staff over 17 years. Police vetting forms are available from the Licensing and Vetting Service Centre, Office of the Commissioner of Police.

#### *Staff with Convictions*

Any person who has a conviction for sexual crimes or for any offense involving the harm or exploitation of children/youth, will not be employed to work at the programme.

All workers including volunteers must:

- Release details of any criminal records to the programme manager.
- All staff over 17 years are required to sign statements that they have no previous convictions or pending criminal conviction.

#### *Staff and volunteers Responsibility (Duty of Care)*

Staff and volunteers must be clear about their areas of responsibility, limits of responsibility and expectations of their work and behaviour as set out in these policies and procedures.

- An employee will be verbally warned if their work does not meet 3 Flying Pigs standards
- 3 Flying Pigs may require staff member to attend training to ensure standards are met
- Anything that breaches the health and safety of a young person whilst in the care of the programme will result in instant dismissal
- 3 Flying Pigs’ policy is to protect the participant’s wellbeing and safety and care at all times
- Staff/volunteers adopt the “duty of care” approach. This requires them to continue to care for the participants until the child is collected and signed out of the programme, not just until the end of programme hours. If the participant has signed permission from their parents/caregivers to sign themselves out (ie. bus, bike, walk) they are still in the care of the programme staff until they have signed themselves out

### *Code of Behaviour*

- Staff are to wear tidy clothing that is suitable for the activities and for working with children/youth. Suitable clothing does not advertise smoking, sexual or alcoholic imagery. In addition, suitable clothing is practical (eg. High heels would be considered inappropriate)
- Staff are to use appropriate language. That is no swearing or offensive language. In addition, staff are to avoid language that relates to sexual, alcohol or drug innuendos.
- Staff are to remain alcohol and drug free throughout the holiday programme.
- Staff may receive gifts from parents/caregivers or participants as acknowledgement for their work. However this must be reported to the programme manager at the end of each day. In addition it must be noted that no participant should receive "special attention" as a result of receiving a gift.
- All purchases must be approved by the programme manager, and unapproved purchases will not be reimbursed.
- Staff are expected to attend training nights as and when they arise
- All health and safety briefs need to be followed by staff during the programme

### **Hazards and risk management**

The safety of participants and staff at the programme will be ensured by:

- identifying and recording all potential health and safety hazards on site and any other venues used
- assessing the risk to staff and programme participants of all identified hazards
- putting controls in place to remove or minimise the risks, for example, providing safety equipment
- using healthy and safe work practices, together with staff training
- regular inspections by staff to check that hazards have not changed
- compliance with all relevant codes of practice and regulations
- having a sun-safe policy in place, which must be followed by participants and staff
- participants are encouraged to apply sunscreen before attending, but sunscreen will be made available

It is the responsibility of the programme manager to ensure all procedures are known and up to date to ensure the safety of staff and participants at all times.

### **Accidents/emergency procedures**

A first aid kit will be available and taken on excursions along with emergency contact numbers. It is responsibility of the programme manager to ensure that it is maintained and well stocked. At all times at least one staff member who holds a current first aid certificate must be on site.

Any accidents and incidents will be recorded by staff in the Accident and Incident. In the event of any accident or incident to either participants or staff, the following procedure will be followed:

1. Staff will immediately inform the programme manager.
2. Appropriate first aid will be administered.
3. If a participant needs medical attention, parents/caregivers will be contacted to ascertain if they would prefer to take the participant themselves or prefer staff to take the participant to a medical facility of their choice. If the parents/caregivers or alternative contacts are unavailable, the participant will be taken to the nearest available medical facility.
4. If serious injury occurs, parents will be notified and an ambulance called. If it is not possible to call an ambulance, participants may be transported in a private vehicle.

All accidents to participants will be recorded on an accident form which will be given to the parent/caregiver to sign at pick up time. The following items are recorded:

- Name of the person injured
- Time and date of the accident or incident
- Description of where and how the accident or incident happened

- Nature of the injury
- How the injury was treated
- Name and signature of the staff member completing the record, and signature of the parent/caregiver

A copy of the signed form will be sent home with the participant and a copy will be kept on 3 Flying Pigs file. Any accident involving serious harm will be reported to Worksafe as soon as possible after its occurrence and the prescribed accident form submitted to Worksafe within seven days.

Near misses which if circumstances had been different, may cause serious harm must also be recorded in Accidents and Incidents Report. Near misses are treated as incidents rather than accidents. Near misses are recorded so that steps may be taken to reduce the likelihood of the incident occurring again in the future.

If a participant is emotionally traumatised the following procedure will be followed:

1. Staff will calm the participant.
2. Parents/caregivers will be contacted.
3. The Child Adolescent & Families Mental Health Service will be contacted if required.

For trauma of staff, the programme manager will ensure that professional supervision is made available.

### **Unwell Participants**

If a participant feels unwell at the programme the following procedures must be followed:

- Make the participant as comfortable as possible
- Do not leave the participant alone. If this is not possible keep within site of the remaining programme participants.
- Parents/caregivers are to be notified as soon as possible
- If you are unable to make contact with the parent/caregiver and emergency contacts it is reasonable to ask the participant for more information (eg. Grandparents contact details)
- If at any time you cannot contact members of the family and the participant needs urgent medical attention, it is reasonable to assume that responsibility. At this point the programme director must be notified

A sick participant is one that is obviously unwell or who is suffering from a contagious/infectious condition (eg. flu or conjunctivitis)

### **Prevention and suspicion of child abuse**

If parents/caregivers have any concerns about the treatment of a participant by any of our staff or the public they are encouraged to make these known either to the programme manager or other staff member. Staff will report immediately to the programme manager any concerns about child abuse within or outside of the programme. We will ensure that an incident form is completed and that the matter is fully investigated and acted on as necessary. We will use an advisor and mediator from outside the organization if independent investigation or arbitration is indicated.

### *Visitors/volunteers:*

When there is a visitor, adult helper or anyone who has interaction with the participants the following must apply:

- They must sign in the "sign in" book, stating who they are and the purpose for them being there
- They must always be in sight of a staff member
- They are to be briefed re the programme rules and expectations as a visitor, adult helper, or as anyone who will be having interaction with the children/youth
- They must "sign out" when leaving

### *Allegations of abuse*

If there are any suspicions a participant at the programme is being subjected to abuse whether “inside” or “outside” the programme, the following procedure should be followed:

1. Write notes and record all unusual observations that apply to someone being abused
2. Report your concerns to the programme manager
3. If it is appropriate to report to the programme manager, report to another member of staff
4. The matter will then be reported, either by the programme manager or by the complainant, to the duty person at the nearest Children Young Persons and Their Families Agency and/or Police
5. A written record will be made by the staff member making the complaint, stating reasons for and suspicions of any abuse. This will be passed on to CYFs and also kept on record
6. If a complaint has been made about a staff member, 3 Flying Pigs will suspend the person concerned formally as soon as the matter has been reported to CYFs. The suspension will remain in place until there is an outcome.

## **Medication**

### Medical Register

- Names of participants requiring medication and/or with a medical condition are entered in the Medical Consent Form and Register
- Staff attending to participants in need, are to check the Medical Consent Form and Register and if required take the appropriate action

Administration of Prescribed Medicine by staff in non-emergency situations – this does not refer to an emergency situation. Under the Crimes Act 1961 everyone has a duty to provide the necessities of life, which could include first aid until medical professionals arrive or until parents/caregivers are contacted.

- Medication will be administered at the parents/caregivers request and under a doctor's instruction
- Storage will be safe and secure at all times
- Prescribed medication will only be administered once the parents/caregivers have signed the medical consent form
- Arrangements for the administration of medications are to be noted (Medical Consent Form and Register) and alternative arrangements are to be made in case the person usually responsible for the medication is absent.
- Each time the medication is administered the register will be signed
- It will be the parents/guardians responsibility to inform the manager of any change in the child's medical circumstances
- Parents/caregivers must be contacted before any non-prescription medicines, such as paracetamol, are administered to participants

## **Food**

Parents/caregivers are expected to provide lunch for the participants during the programme. Parents/caregivers are expected to brief staff fully on any food allergies or nutritional requirements that the participants have. Occasionally participants may be given biscuits and snack food.

When food activities are being held the following procedure will be followed:

- Staff and participants need to have clean hands
- All preparation surfaces will be clean and well-scrubbed
- Hot and cold running water is available
- There will be an area for washing dishes and cleaning up

## **Buildings and facilities**

Grid/AKL consists of 3 indoor areas catering for both quiet and lively activities. Les Mills has an instructional area and a gym area with multiple fitness equipment and apparatus. TVNZ is a studio production facility with high value TV and camera equipment.

It is the responsibility of the programme director to check that the programme facilities have a current Building Warrant and that they comply with all relevant fire and safety requirements. The programme manager will liaise with the venue managers in the event of any problems with the facilities. Final responsibility for the building and its facilities lies with the venue owner.

## **Toileting**

Participants must make leaders aware if they want to use any public toilet facilities.

## **Smoke Free Policy**

The smoking policy of 3 Flying Pigs and its facilities applies to all groups using the Centre. All venues have a smoke free policy. Staff are not permitted to smoke in front of the participants at any time. Any complaints of breaches are to be directed to the programme manager.

## **Emergency and disaster procedures**

The venue will have a plan of action for emergencies involving either fire or earthquake which is clearly displayed in every room at each venue and which includes:

- how to recognise the nature of the emergency
- how and where participants will collect outside
- ensuring everyone is accounted for
- how to recognise the emergency is over.

A record will be kept of every emergency drill carried out along with the names of staff and volunteers who were involved. All staff will be trained in emergency procedures. The programme manager will act as the fire warden during the course of the programme

The plan to evacuate participants and staff safely from each venue:

- Recognising the emergency (eg. Fire, earthquake, hurricane etc)
- If necessary call 111
- Assist participants to the assembly area
- How and where participants and staff will assemble outside at the meeting point
- Ensuring everyone is accounted for by taking a roll
- Immediately check that everyone is assembled by doing a roll call and head count, report any absences to the programme manager
- Remain at the assembly area with the participants until the programme manager (or Emergency Services) gives the "all clear" or other instructions

### *Earthquake plan for parents/caregivers*

In the situation of an earthquake, parents/caregivers will be able to collect the participants from the GRID. If the programme is off site (according to the itinerary that is sent out to all parents) 3 Flying Pigs Limited will endeavour to get back to the GRID using the same transport that was used to take participants offsite. If however transport has been affected by the quake (eg. roads are blocked) then other reasonable arrangements can be made by either staff contacting the parents or parents/caregivers contacting staff.

## **5 Compliments, suggestions, complaints**

Parents/caregivers will be informed on enrolment that there is a compliments/suggestions/complaints procedure and a form will be available at the sign in/sign out desk. All complaints are treated as serious matters, where if they cannot be resolved verbally, this form will be reviewed by the programme manager. In general, if any parents have complaints about the programme or staff members, they should:

1. Approach the programme manager who will attempt to rectify the situation.
2. The programme manager will acknowledge that she has received this complaint within 24 hours either by letter or email.
3. Subsequently, the programme manager will then decide who is to investigate, and (if necessary) may appoint an independent person to mediate. The aim of the investigation is to be fair and thorough; checking accuracy of all information; respecting the rights and privacy of all parties involved; reviewing all documentation; and to consult with those parties in an attempt to resolve the complaint.
4. If necessary, a meeting may be established with the complainant (together with support people) and all relevant and significant parties. This meeting will be minuted, where the aim of the meeting is to reach a decision that all parties are satisfied with.
5. Overall resolution of the complaint is aimed within 15 working days.

Last updated 14 August 2015