

**MiCamp OSCAR
Policies and Procedures**

Taupō | Whakamaru | Ruapehu



MiCamp

Version 4.3

Updated by NK

Welcome to Camp.

We are excited to have you join our team and trust you will find this manual a valuable tool to understanding how our Kids Camps work. You'll get acquainted with the staff and who does what around the camp.

There are also some necessary guidelines and policies along with general information that you will need to know prior to coming to camp, please feel free to ask any questions you may have.

Please feel free to ask if you do not understand anything contained in this manual.

Above all please enjoy your time here at our camp.

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General Manager



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Definitions used in this manual

Abuse: Any forms of physical and/or emotional ill-treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child's health, survival, development or dignity in the context of a relationship of responsibility, trust or power.

Business Manager: Secondary Manager of MiCamp Trust.

Camp Coordinator: Person in charge of planning and being overall responsible for all ministry camps – including childrens holiday camps, teen camps and leadership weekends.

Camper: Any person registered for camp as a participant who is in the camp's designated age range – eg. Children 8-12 years at kids camp, teens 13-15 years at teens camp, leaders ages 13 and over who are partaking in the programme at a Youth Leadership Weekend.

General Manager: The general manager of MiCamp Trust.

Junior Leader: A leader that has been deemed competent to care for children in a cabin environment as part of a team of leaders. Juniors attend training sessions during camp.

Leader: A volunteer person who has applied for the position of LIT, Junior or Senior and have been reference checked and deemed appropriate for the position in a cabin caring for campers.

LIT: A young Leader In Training, someone who is younger and has had little or no experience caring for children in a camp environment. LITs have extra duties and attend training during camp.

OSCAR: Refers to Out of School Care and Recreation standards and guidelines, as set out in this manual.

Senior Leaders: A leader over 16 years of age that has shown considerable leadership abilities and is very competent and confident in caring for children and being responsible for Junior leaders and LITs in their cabin.

Team Member: A volunteer that is helping in a capacity that does not involve being directly in a cabin or responsible for a specific group of campers. Team Members need to be 16+ years of age (unless special conditions are granted by MiCamp Management.) Team members need to apply for the role and are reference checked.

Volunteer: Any person that comes to camp in a non-paid capacity. Includes all leaders and Team Members. Volunteers may be short-term reoccurring (eg. Cabin Leaders) or long term residential (eg. International Volunteers.)

Emergency Procedures

It is vital for leaders, staff and Team Members to know what to do in an emergency. Make sure you are familiar with these procedures, and remember to always stay calm. If you panic, the children definitely will. If they see that the adults are calm, they will feel much more secure.

Fire

Activate fire alarms by breaking glass and switching on

Inform camp staff of fire, staff will instruct group on what to do.

Dial 111# immediately and follow instructions given.

Everyone must leave the buildings immediately by the nearest exit and proceed to the assembly point.

The cabin leader's first responsibility is to ensure that children are all accounted for at the assembly point. Keep the children calm, young children can be upset by fire alarms.

The fire warden will ensure that the Fire Department has been called and then attempt to put the fire out if this can be done safely.

The Fire Warden will check with all cabin leaders that all people are out and at the assembly point

The fire warden will report to the senior Fire Officer when they arrive.

There will be a fire drill every camp – when this happens make sure all your cabin is accounted for on the middle of the field. There will be a check to make sure that every one on site is safely out on the field.

Earthquake

Take cover under strong tables, bunks or in doorways during the shaking

As soon as the quake stops move to the assembly point

Adults are to assist children as required

Don't go back into buildings until advised by camp coordinator

Camp Warden or staff will contact emergency services as required

Leaders are to make sure they know where all of their campers are.

Missing Persons

If a camper has been deemed missing, the leaders must report straight away to the Camp Coordinator or Business Manager, who will organise a search.

The cabin leader that raised the alarm will:

Determine when and where the person was last seen.

Give a description of what they were wearing that day.

Management will have some of the leaders, team members and staff to conduct the search, while a staff member continues the programme (if possible) or plays some games with the other campers.

The search team will search camp buildings and property, beginning at places of risk (eg. Water, out of bounds areas.)

A search of buildings, playgrounds and areas that campers spend a lot of time are often fruitful – as campers that decide to run away from the main group or take “time out” often go to places they know.

If a search in those areas are unsuccessful, the roads and surrounding country-side will be searched.

If the camper is found, the search party will be notified by mobile phone or someone to run and give the message.

If a camper is not found within 15 minutes the police will be notified, who will give any further instructions.

Camp Management will contact the parents in this situation.

Lockdown

Should uninvited and malicious persons come onto camp property, the lock-down procedure will be put into place.

The person that becomes aware of these people must alert staff (if not themselves staff.) A Staff member will go to the kitchen and ring the siren in a long, continuous wail.

All campers and leaders are to quietly make their way to the auditorium. Once there, all doors will be locked and curtains drawn.

A staff member will call the police.

Roll will be called to ensure everyone is accounted for.

Should anyone be deemed missing, staff members will carefully search for the person, starting where they were last seen or known to be.

Access to Children

Dropping off, collection and access to campers

Parents are not encouraged to drop off their children before camp starts as there will be no supervision available. However, in some circumstances when prior arrangement has been made with parents /caregivers we will allow a child to arrive early and provide additional supervision until the commencement of camp.

Sign In Procedure

- Campers arrive with their caregivers and drive up to the Rec Hall (Taupo) or Dining room (Whakamaru.)
- Afternoon tea will be served at this time and all parents/caregivers and campers/leaders are welcome to eat.
- They go to the sign-in table and sign their child in using the girls/boys form.
- Payments can be made at this table.
- All medication is handed in to the Camp Nurse and the instructions for dosage and frequency is recorded, and the parent signs the dispensing form to approve the dispensing plan.
- Campers are told which cabin they are in, and go to see their senior leader who is sitting at a table on the other side of the room.
- The senior leader greets the camper/s, marks them off their cabin list and gives them a coloured wristband. They then Get their LIT/Junior to take the camper to the accommodation and help them set up.
- Caregivers are welcome to help get their children settled into the accommodation.
- The Junior or LIT will be entertaining campers until they have all arrived, either in the cabin (if more than one camper) or outside near the cabins.
- When all campers have arrived the Senior Leader will pack up their cabin box and go to the cabin to hang out with their campers or supervise them on field activities (eg. Playground, mini putt.)
- Once all or most campers have arrived the Hosts start the welcome at 4pm. Role call is done to ensure all campers have been signed in and checked off.
- If any campers have not been signed in by 4:30pm the Camp Coordinator will attempt to call the parents to try and find out if the campers are still coming. IF no one answers a message will be left asking them to call back and advise us of their plans.

Sign Out Procedure

- Campers and Leaders have brought all their gear to the Dining room (Taupo) or car-port (Whakamaru) before breakfast.
- Hosts explain to campers that they must have their parents sign them out and get their hand stamped at the Prizegiving.
- A mature leader or Team Member (or two) is sent down to the gate to check campers hands. Any that do not have their hands stamped must go back and get it stamped.
- A movie is put on for the campers to watch as they wait for their parents to arrive.
- A sign-in table is at the back of the rec hall where parents are directed to. They must bring their child/ren to have their hand/s stamped. They are also given a snack (chippies or candy) and a group photo.

- They take their bags and can leave. No-one is to hang around once they have been signed out.
- They will have their hand checked by the person on gate duty.
- Any campers that have not been signed out, and are not on the site will be followed up via phone call to confirm that the designated person has collected them.
- If caregivers are to be unusually late (eg due to severe weather or accidents) they contact us and advise. We then designate a staff member to supervise them with activities until they can be collected. If they are still here by a normal meal time we will arrange food for them.
- Caregivers that are unusally late without contacting us, will be called to try and find out their arrival time and the campers informed of the plan.
- If campers are uncomfortable with who they are going home with they are encouraged to let their leader or a staff member know, who will clarify who is supposed to be picking up the child.

Access to phones

Children are not encouraged to contact their parents during camp. We have a 'no cellphone' policy for campers, which is made clear on our registration forms, website and email correspondence.

Parents / caregivers are encouraged not to contact their child while at camp unless absolutely necessary. However, when appropriate a senior staff member will take messages and pass these on to campers or supervise phone conversations.

All campers will hand their phones in at the start of camp and will get them back on Friday at the end of camp.

Leaders may have their phones at camp for Alarms and emergencies ONLY – there should not be any cellphones out visible to campers. Cellphones may be confiscated at the discretion of camp staff.

Visiting during camp

Parents / Caregivers are encouraged not to visit children while at camp. This is disruptive to the programme and unsettling for the child. If visitors do arrive at camp they report to the camp office and gain permission from a senior staff member to see a camper.

The staff member goes to the camper to ensure they know the visitor and that they are permitted to see them.

At the discretion of the camp staff a phone call to the parents / caregivers to gain permission for the visitor to see the child may be necessary. The visitor will be taken to the child and supervised by camp staff and encouraged to keep their visit brief.

Any people seen on-site who appear suspicious, are not in uniform and do not have a visitors badge are to be directed to the Camp Coordinator, who will determine the reason for their appearance on-site. They may be asked to leave.

Contractors are required to sign in and out at the office, and must be supervised by a staff member.

Off site programs

Most activities are based on MiCamp property and should the need arise to go off site (i.e. down to the Lake) then risk management policies will be adhered to. Day trips will not be undertaken unless they have been pre-arranged before the start of camp and written permission from campers parents / caregivers have been received.

Transport will be on foot or by vehicle.

If Vehicles are being used, whether belonging to camp or part of a contracting service (eg. Go Bus) the following criteria apply:

All drivers must be FULLY LICENCED (having held a NZ Full License for Two Years or more) in the appropriate class. Drivers on their learners or Restricted licenses may NOT drive camp clients off-site, even with an instructor.

Copies of Staff and Volunteer Drivers' Licenses will be kept on file.

Vehicles must have a current WOF/COF and be registered.

Checks should be performed on all vehicles before use. (Oil, water, tyres etc.)

Drivers must adhere to New Zealand road laws, especially speed-limits.

Off-site trips require a ratio of 1:5. Leaders 16 years and over are counted on this ratio, as well as Team Members and Camp Staff.

Some activities that have a higher element of risk may require a ratio of 1:3.

Camp Conduct

Reporting suspected abuse – Within Camp

Campers may disclose information about sexual or physical abuse or someone suspecting sexual or physical abuse within camp

Immediately upon becoming aware of a complaint of sexual or physical misconduct, the matter is to be referred to the camp director

Assume the person is telling the truth. Do not ask questions of them or have them tell the story several times, especially to different people. The person should be protected and made to feel safe. The camp director shall appoint a support person and a third person to take notes then hear both parties before making a decision, and before any persons identity is made known to any person outside the complaints procedure.

Ensure that the person complained against is adequately informed as to the nature and extent of the complaint. Withdraw the person from camp unless the accusation is proved false. If the matter involves a dependent child, the parents or caregivers must be informed regardless of the truthfulness and accuracy of the allegations

If the matter is not resolved or it is deemed appropriate or at the request of the parents / caregivers the police or Child Youth and Family Services should be notified

The Chairperson of the Board must be advised and kept informed .

Records of the allegations must be kept, detailing circumstances, dates and times, persons informed etc.

Reporting suspected abuse - External

Campers may disclose that they have been sexually or physically abused by someone that they know prior to camp, or leaders, staff or Team Members may suspect that a camper has been abused.

The trust of the child should be maintained by the staff person or leader but this person can not be bound by confidentiality – they are to make that clear to the child, in a gentle and positive way. As soon as possible, make accurate written notes of any evidence or testimony given.

The disclosure or suspicion must be reported in confidence to the Camp Coordinator and/or Business Manager as soon as possible.

The camp director will decide on the appropriate course of action to take. The police or Child Youth and Family Services may be notified.

Records will be kept on an incident report form detailing persons involved, nature of disclosure/evidence, and further actions required.

Any reporting goo CYFs will be done as soon as possible.

Policies on sexual harassment, leaders conduct and relationships

Sexual harassment is defined as any verbal or physical sexual advance that is unwelcome or sexual conduct which creates an offensive, hostile or intimidating environment. It may include verbal abuse, joking or innuendoes, unnecessary physical contact, demanding sexual favours with implied or overt threats, or physical assaults. This will not be tolerated at any time from anyone at camp.

Leaders will treat campers and others with the highest of moral conduct.

Leaders will never hit or abuse a camper or others.

No camper is to be deprived of food or washing facilities as a form of punishment.

A high standard of manners and language will be displayed in the presence of campers. Leaders are expected to give equal attention to all campers in their care. Leaders will not allow campers to pick on each other or bully each other.

Leaders will never be one-on-one with campers out of sight or sound of other leaders or staff.

Leaders are not permitted to pursue, initiate or take part in relationships of a romantic nature with other leaders while at camp.

A leader is not to encourage, tolerate or accept romantic advances from campers.

Leaders are not to be alone at any time with any campers of the opposite gender.

Open displays of affection between unmarried leaders or adults is not acceptable at camp. Leaders need to read, understand and abide by the camp policy on sexual abuse.

Smoking

During Holiday Camps MiCamp has a no smoking policy. At no time is any staff or volunteer to smoke in or around the camp buildings.

If a staff member or volunteer is a smoker, they need to discuss this with the manager of MiCamp before they come to camp whether they are able to abstain for a week.

Police Vetting

All staff and leaders that are 17 or over and are involved with campers or have a support role must agree to be police vetted.

Leaders under the age of 17 will be required to sign a statement declaring that they have not been investigated by the police or come to the attention of the youth justice service.

Police vetting forms are kept on file and will remain confidential to senior MiCamp staff involved in holiday camps.

If results are not available by the time camp starts, provisional acceptance can be made, however that person must be supervised in their access to children.

MiCamp does not employ or accept volunteer service from any person who has a conviction for sexual crimes or for any offence involving the harm or exploitation of children.

All staff and leaders over 17 years will be vetted every two years.

Complaints

If a person has a complaint they should first approach the senior staff member in charge of the program who will then attempt to rectify the situation.

If the complaint is against this person then the parents / caregivers should contact the camp director directly in writing.

A complaints form is available from the camp director. If a person wishes to make a formal written complaint. All written complaints will be forwarded to the Camp Board who will respond to the complaint in what ever way is deemed the most appropriate. A written response will be sent detailing what action has been taken in response to the complaint.

All complaints are to be kept on record in the Complaints register.

Working with Children

Special needs campers

Children with special needs will not be excluded from the program, providing that the Camp Coordinator is confident that the child's needs can be catered for without negatively affecting the other children and also ensure that the child will be safe and benefit from being at the camp.

If the child requires special aids (modified facilities, extra staff or staff training) the Camp Coordinator will make the final decision as to whether the program can cater for the child.

MiCamp will not accept any responsibility for issues arising due to full disclosure not being given by parents or caregivers.

Behaviour management

At the start of a camp senior staff will go over the various rules and reasons for the rules with both leaders and campers.

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

For each activity children will be provided with some basic safety rules covering aspects such as looking after equipment, boundaries, etc.

Children will be positively reinforced at all times and the activities will be stimulating and varied to ensure against boredom.

If a child misbehaves, leaders will remind that child in an assertive, but non-aggressive manner, what is expected of them and the consequences for misbehaving.

If the child misbehaves again they will be reminded once more of the consequences that will result. If the child still continues to misbehave after two warnings the consequences will be enforced.

Some consequences of a child misbehaving can be;

- Being removed from the activity for 'Time Out' of 5 – 10 minutes. The child will remain in full view of staff at all times. Before rejoining the activity a staff member will remind the child again of what is expected of them
- Having physical boundaries reduced or limited
- Not being allowed to use a certain piece of equipment
- Sent to the Camp Coordinator or Business Manager to explain their actions.

If a child continually misbehaves the Camp Coordinator will notify the Parents/Caregivers to inform them of their child's behaviour and seek their help on what could be done to encourage their child to behave. They will be informed that the child is on their last warning and they may be sent home. The child is also made to understand this.

If they continue to misbehave, they will be sent home.

If a child continually behaves in a manner that shows disrespect for camp property, camp staff or endangers them or other children, despite the above measures, Parents/Caregivers will be asked to remove their child from camp immediately.

At no time will punitive discipline be used. This includes punishing children by physically hitting, withholding food and drink, isolation from the group (other than a 10 minute, supervised "Time Out" consequence), verbal or emotional abuse

At all times, staff and leaders will maintain a fair, consistent and positive approach to discipline.

Supervision

During camp there will never be a staff person or leader with a group of campers out of sight of another staff person or leader. Programs will be designed to ensure that there is always line of sight between leaders with campers.

The supervision ratio for indoor/outdoor activities will be no less than 1:10

The supervision ratio for "High Risk" activities will be no less than 1:5. High-risk activities are by definition those with a higher intent of controlled risk or perceived danger.

All leaders and Team Members 16 years and older are counted as adults in supervision ratios.

All leaders under 16 years of age only count if there is someone over 16 present.

All cabin groups will have a minimum number of leaders two leaders or more depending on the size of the accommodation, and number of campers, always keeping to the ratio.

There will be at least one Senior leader (16 or older) in each cabin, along with at least one other leader (Juniors or Leaders in Training.)

Between the time when campers are put to bed and when they go to sleep leaders will work together to assist campers to get ready for bed and settle then as they go to sleep.

Leaders, Staff and Team Members are identified and introduced to campers at the beginning of the week.

Environmental Safety

Weather here at camp can be extreme at times.

During the summer months campers will be required to wear a hat during outside programs.

Sun cream will be available to campers at all times, and water will be readily available for children the stay hydrated.

Leaders will ensure campers are appropriately protected from the effects of the sun.

During the winter we can experience some freezing weather, including severe frosts and snow. Campers are to be monitored for warmth, ensuring they put on warm clothes and shoes. If campers do not have enough lost property can be used.

Leaders are to monitor heater use, and ensure they are being used safely (no clothing or towels hung over them, or objects pushed against them.)

Illness and Injuries

First aid, sickness and medicines

At no time are any campers, staff or leaders to have any prescription or over-the-counter drugs in cabins. This includes paracetamol and vitamin tablets.

The only exception to this is asthma inhalers or drugs that are required to prevent fast acting life threatening reactions to bites or stings, such as an epi-pen.

At registration (either online or on a physical form) all parents / caregivers will be asked if their child has any medical conditions that require them to take drugs while at camp.

At Sign-in parents will be asked again to hand in any drugs or medications to the Camp Nurse. A 'Consent to administer' form will be filled in, with times & dosage of medications, and the caregiver will sign the schedule.

The drugs are put into a labeled bag and are kept secure in the Nurse's quarters.

Drugs will be administered as per the 'Consent to administer' form by the camp nurse. The day, times, type and amounts administered will be recorded.

Children who become ill or feel sick will be removed from the camp program and an assessment of their symptoms will be undertaken by the camp nurse. A gender specific leader will be present if an examination is required. A decision on what to do will be made.

In all cases of sickness the nurse's professional judgement will be used to decide whether or not the parents / caregivers require to be informed at the time or at the later signing out stage. If required info will be retrieved from the registration form and parents/caregivers will be contacted as soon as possible.

Parents are free to contact the nurse at any time with any concerns.

If the camper is vomiting and/or has diarrhoea they will be removed from the camp program immediately and kept in quarantine, supervised by the Nurse. Parents / caregivers will be asked to take the camper home as soon as possible.

Drugs or medicines will not be given to any sick camper without parent / caregiver approval.

All injuries and accidents will be attended to immediately. Safety of all persons will be insured and maintaining the persons privacy as much as possible will be a high priority. For any incident or accident an incident report will be filled out, according to severity. These reports are filled in by a staff member or the Nurse.

Any loss of consciousness must have medical attention by a medical practitioner.

All accidents and near misses must be reported to the camp coordinator. In any circumstances of death the police must be told first. Only senior designated staff with a current Work Place First Aid Certificate or higher are to administer any first aid to a camper.

Parents / caregivers will be contacted as soon as practically possible after any accident unless it is deemed very minor by senior staff. If it is a minor incident that may have lasting effects (eg. Grazing, minor bruising) parents will be notified upon pick-up.

If a camper requires more help than can be given by camp staff they will be taken to the camp nurse. If deemed necessary by the camp nurse they will be transported by private motor vehicle to a local doctor. In a more serious case the nurse may call an ambulance to transport the camper to hospital. Every attempt will be made to contact parents / caregivers before this is done unless it is an emergency situation.

Parents are made aware of this procedure on the registration forms in the Parent/Caregiver Permission & Declaration section, and agree to meet costs incurred.

Incident Reports

For all accidents and incidents an “incident report form” must be filled in by the staff member or team member administering first aid.

The camp director must notify Worksafe NZ of all cases of serious harm as soon as possible by phone and follow this up by a written notice within seven days.

A situation or scene involving serious harm must not be disturbed or interfered with until authorised by an Worksafe NZ Inspector or Police Officer except as necessary to help the injured person, to maintain essential services, or to avoid serious property damage.

Facilities

Shared use of showers and toilets

Leaders and campers may need to use the same toilets and showers at an alternative time while at camp. When ever possible leaders will use separate showers and toilets.

Leaders will instruct their campers to close and lock the shower and toilet doors when ever they are being used

Leaders will never go into the shower or toilet with a camper, unless the camper needs assistance. In this case a secondary leader will be needed.

If a camper requires assistance to shower or use the toilet this will be done by one senior staff person and one leader of the same sex in one of the three wheelchair assessable toilets at camp. This will only be done after approval from parents / caregivers.

Campers and leaders are to get fully changed in the shower cubicle before coming out into the bathroom area. A leader is not to use these facilities if there is only one camper using them.

Cabins and Lodges

Leaders in a cabin or lodge will always be of the same gender as campers. No leaders or campers are to go into the accommodation or bathrooms of the opposite gender.

In an emergency, a Staff Member may go into the accommodation/bathrooms but will need to be with another staff member or leader.

During the night leaders responsible for campers well-being will be able to contact senior staff at all times via phone or radio. They will also be made aware of all staff accommodation.

Leaders will not be in a cabin with only one other camper.

Cabin doors are not to be locked at night.

Leaders will ensure camper's privacy at all times.

Campers will be in cabins or lodges in age appropriate groups, meaning there will be no more than two years' difference between the oldest and youngest campers.

The only exceptions to this are:

..... when parents request siblings to be together of no more than three years' gap with the Camp Coordinator's permission.

When the numbers and ages of children, leaders and accommodation layout mean there is no other way to separate into such age groups.

Camp Activities

Some camp activities may need specialised instruction, such as Kayaking, High Ropes and Flying Fox. Only approved instructors (Trained Camp Staff or Volunteers) may instruct these activities.

Other Activities (Such as Archery and Slug Guns) simply need the instructor to be briefed and deemed competent by camp staff before they can instruct.

Leaders and Team Members 16 years and over are potential candidates to instruct these activities.

All activities with an element of risk have a Standard Operating Procedure (SOP) form that must be filled in before and after the activity is run for each group.

These forms outline any risks and measures to minimise or eliminate those risks.

MiCamp also has an extensive Safety Management System and Manual which outlines Safety Management for the entire camp operations. This is available to be read at the Reception Desk.

Hygiene and Cleaning

Duties

Daily duties will be done as per roster for campers, leaders and team members.

These include bathrooms, dishes, grounds, serving food, and setting up morning tea, afternoon tea and supper.

All toilets at camp are cleaned at least once a day during camps.

Soap is provided in all bathrooms for campers to use after going to the toilet. Campers are encouraged to wash their hands or use sanitiser before meals.

Containers with plastic bags are placed in all toilets for the disposal of sanitary supplies.

Kitchen and dining room

The kitchen and dining room are cleaned after each meal as per current food preparation and handling practices

All people working in the kitchen must be wearing covered shoes, have long hair tied up and/or wearing a hairnet, and wash their hands with soap and water or wear gloves.

Food safety

All food preparation, cooking, serving and storage are done as per current food safety practices.

All supervising catering staff must either hold a current safe food handling qualification or be trained in safe food handling by a qualified chef.

Hygiene

Campers are encouraged to shower at least twice during camp, and change change their clothes daily.

If Leaders struggle to enforce this they may enlist the help of a Team member (such as camp mum) or Camp Staff.

Campers that do not change their clothing may not have enough to last the week, in which case lost property (that has been cleaned and stored) can be given to them.

The Bed-Time routine includes all campers to brush their teeth and go to the bathroom. Campers that are without a toothbrush may get a spare one from the Nurse.