

Parent/Caregiver Information – Basketball Holiday Camp & Hoops Programme

We take our responsibilities involving the coaching and care of your child seriously at our out of school events.

Please take this with you and read to make sure you understand **our** procedures and responsibilities, and what **you** need to do to help us make sure your child has a safe and enjoyable time.

BBHB aims to provide a positive environment for a safe and enjoyable OSCAR programme where the safety of the children (and staff) is paramount.

To help achieve this, parents need to understand, and support BBHB Oscar Policies and Procedures. Child, Youth & Family require us to have these policies as part of our approval as an OSCAR provider.

Here is a brief summary of some key policies and other information:

Enrolment: Parents/caregivers must complete and submit an enrolment form for their child before they can attend. A deposit is required to secure a place (including those applying for OSCAR subsidy). Parents must inform the coach/supervisor of any changes to the information on the enrolment form.

Fees/refunds: All fees must be paid in advance unless an OSCAR subsidy has been claimed. There is no refund for absence/non-attendance/withdrawal. OSCAR customers are responsible for the enrolment fee and must make up any shortfall in subsidy.

Attendance: Holiday Camps attendance is for 5 days, we do not offer part week attendance. If there is a planned absence or you know they will be late on any day (e.g. for a doctor's appointment) you must make the coaching staff aware at the start of the week. Parents/caregivers must advise BBHB as early as possible if a child will not be attending a scheduled programme session or will be late. Otherwise BBHB will attempt to contact the parents/caregivers but if this is not successful the police will be called as a matter of child safety.

Parents/caregivers must sign their child out on the Attendance Roll before leaving the premises. Staff will only release a child to someone who is identified as an authorised person on the enrolment form.

Hours: Camp activities take place between 9.00am – 4.30pm for children 8 years and older and 9.00am – 12.00pm for 5-7 year olds. However, staff supervision begins from 8.00am and children may be dropped-off from this time. 5-7 year olds can stay for supervised lunch and be picked up at 1.00pm. All other children will be supervised up to 5.00pm.

Late pick-up: If you are late picking up your child, a late fee of \$20 for every 15 minutes or part thereof after 5.00pm will be charged.

Illness and medication: Children that are not well should stay at home, especially if their illness is infectious. Remember to let us know. During a programme only first aid or urgent medical attention can be administered or arranged. Regular medications, like asthma inhalers etc, can be left with the coaching staff and children can self-administer these in the way the normally would. Medicine will not be administered unless a Consent Form is completed by a parent/caregiver. If a child becomes ill during a programme and, in the view of the Head Coach, is too ill to continue the parents/caregiver will be informed so that the child can be collected immediately.

Behaviour: BBHB operates a 'Positive Discipline' programme that aims to provide an environment that is safe, secure and enjoyable for **all** children participating. Coaches will encourage participants by outlining what is expected of them and explaining the consequences of disobeying. Positive reinforcement will be used at all times. Misbehaviour will be dealt with according to the Behaviour Management Policy and staff will implement assertive, not aggressive, measures. In the event of continued misbehaviour or if a child's misbehaviour is severe the parent/caregiver will be informed and the child withdrawn from the programme. No refund will be given.

Health and Safety: It is important that all staff and children work and play in a safe manner. All hazards, accidents or incidents are dealt with according to the Safety Management policies and procedures. No one is to work or play in a manner that may cause harm to themselves or someone else. BBHB operates sun safe and smoke free.

Supervision: Children are supervised on a ratio of no less than one adult to every ten children. We employ enough coaching staff to maintain this ratio based on the number of enrolments.

Child protection: BBHB is committed to the care and protection of children. This commitment means that at all times the safety of the children or young person will be given primary consideration. At no time will any child be subject to harm (whether physical, emotional or sexual), ill-treatment, abuse, neglect or deprivation. Staff prevent, recognise, and respond to potential or actual child abuse according to the Child Protection Policy.



Contact us on:
Office – 833 6215
Head Coach – 021 566 368

Staffing: BBHB employs and contracts staff skilled in basketball coaching, and committed and enthusiastic about developing children.

Emergencies: Staff are trained in dealing with emergencies such as fire and earthquake. Drills are conducted once each term.

Programme content: The head coach plans a safe, child-focused, varied and stimulating programme that meets the children's developmental, emotional, intellectual, cultural and physical needs.

Recognising Cultural Diversity: We recognise the needs and rights of participants, parents, caregivers and whanau and support them and our staff in acknowledging the different cultural values of everyone involved. BBHB will honour and respect others' beliefs and will welcome opportunities to encourage social and cultural diversity in all programmes.

Complaints: Staff will take any complaints seriously. The complaints procedure is outlined in the Policies and Procedures Manual. In the first instance parents/caregivers are encouraged to bring complaints to the attention of the Regional Development Coach (the head coach at camp). If you feel this is inappropriate or wish to escalate the issue please complete a complaint form (available at camp and from our office) and send it to the General Manager. If you wish to discuss your concerns with the General Manager please call 06 833 6215.

Thank you for your support of Basketball Hawkes Bay.

There is a copy of the BBHB OSCAR Policy and Procedures Manual available for anyone to read at our office and a copy is available at every Holiday Camp.

If you have any questions please contact us on 06 833 6215 or email admin@basketballhawkesbay.co.nz.